REGION BINDERS

Berkshire

I. Residential Voice

Figure BE-1: Availability of ILEC Voice Providers, by Town, December 2008

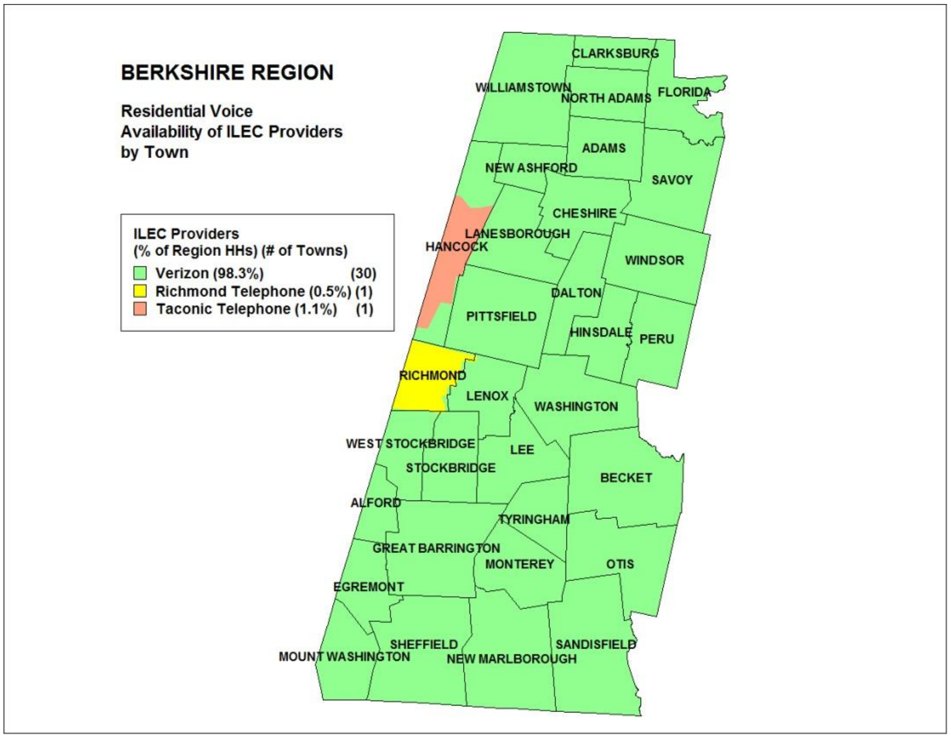


Figure BE-2: Availability of Cable Voice Providers, by Town, December 2008

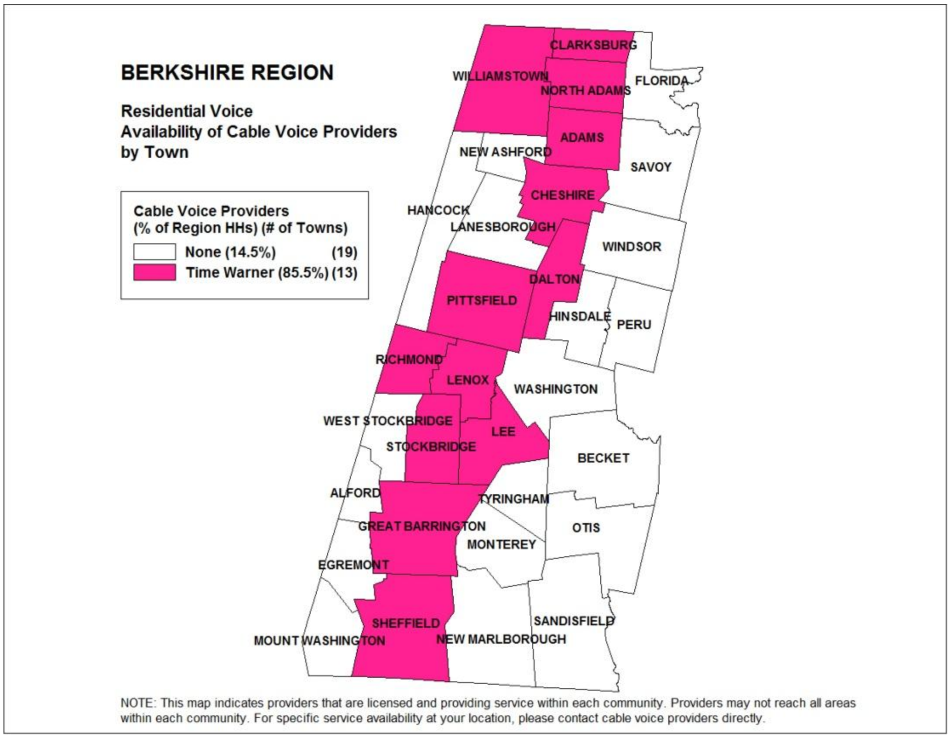


Figure BE-3: Market Shares for Residential Wireline Voice, by Platform, December 2008

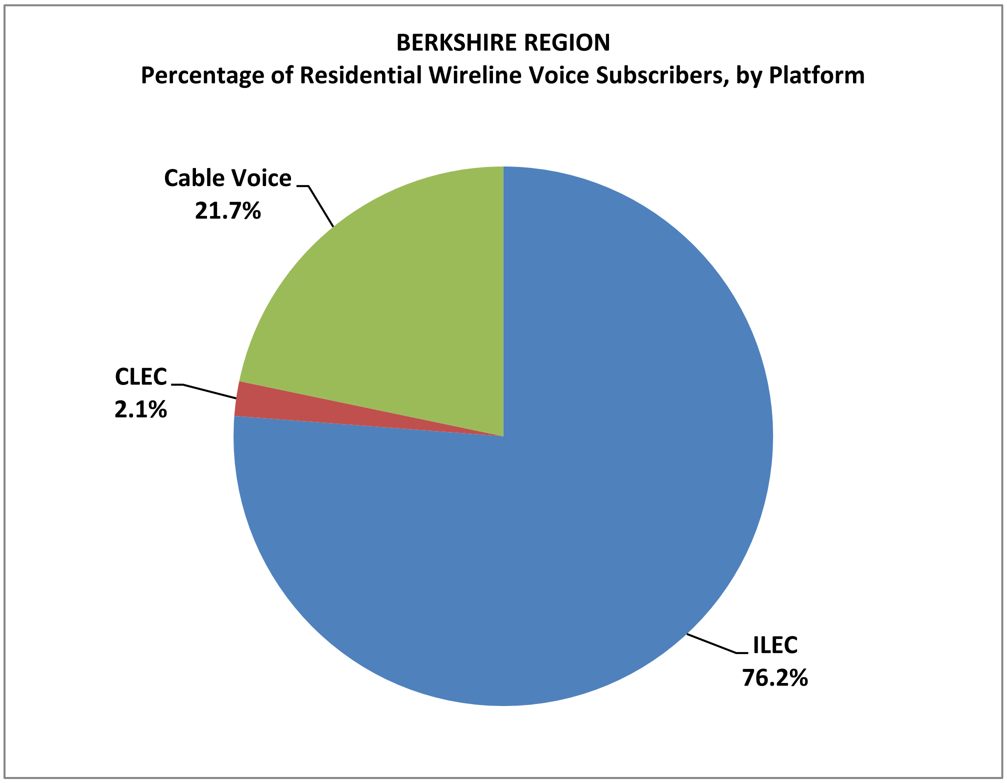


Figure BE-4: Verizon's Average Annual Trouble Reports, 2005-2008

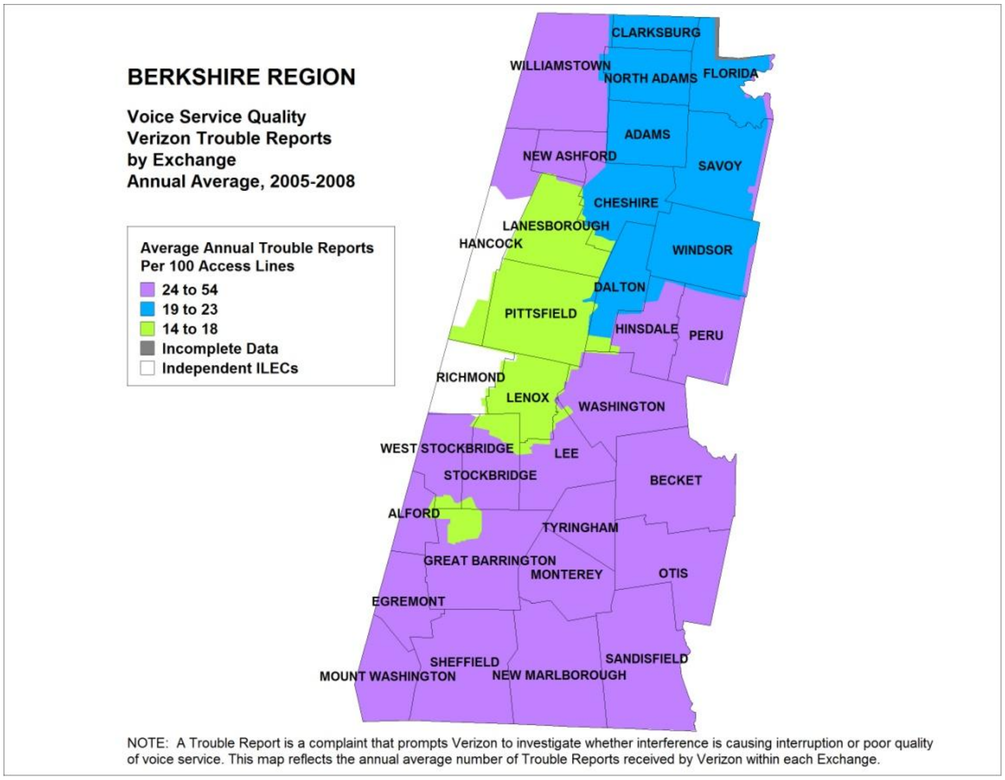
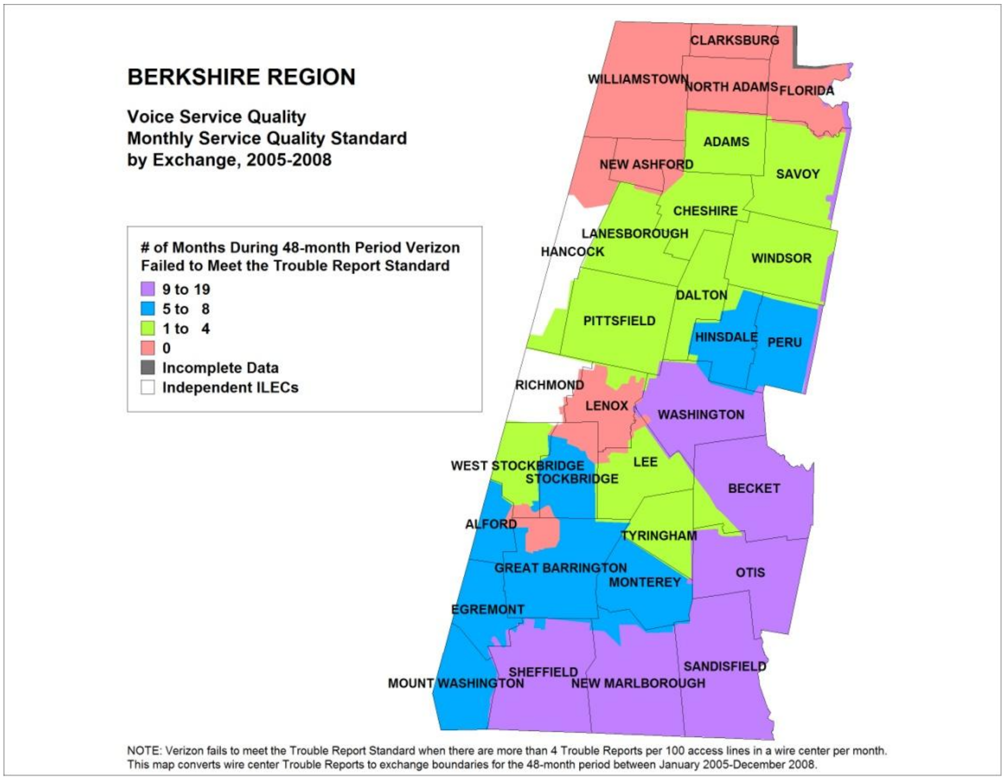


Figure BE-5: Verizon's Monthly Service Quality Standard, 2005-2008



II. Business Voice

Figure BE-6: Business Voice Provision by Number of CLEC Providers, December 2007

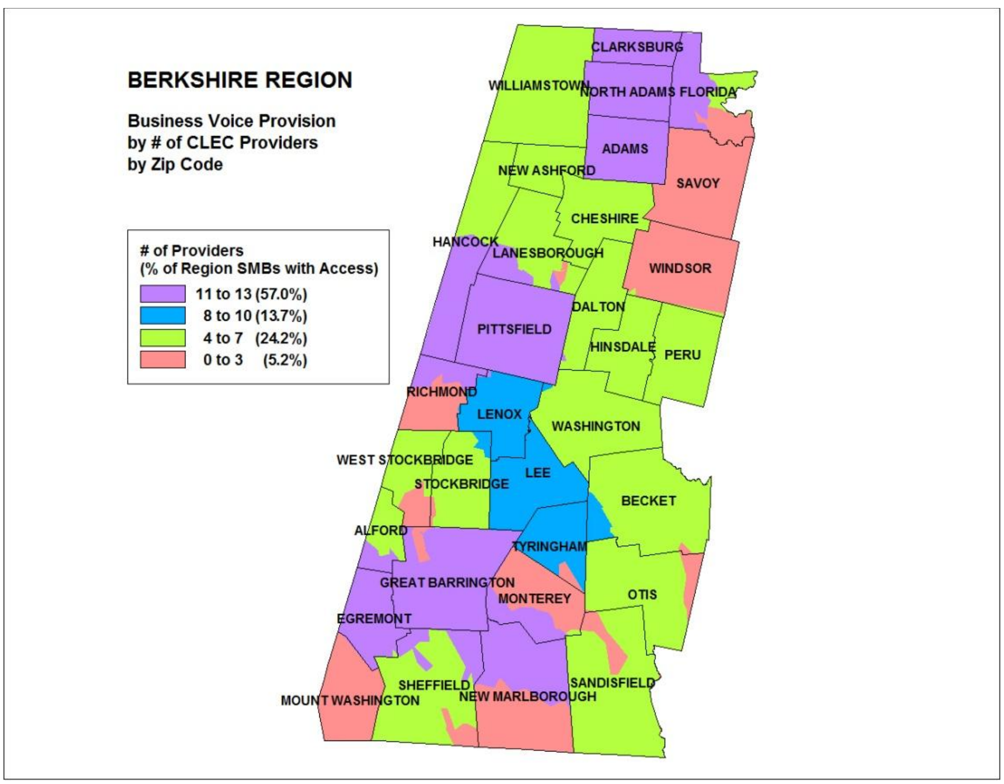


Figure BE-7: Business Voice Provision by Number of Resale Providers, December 2007

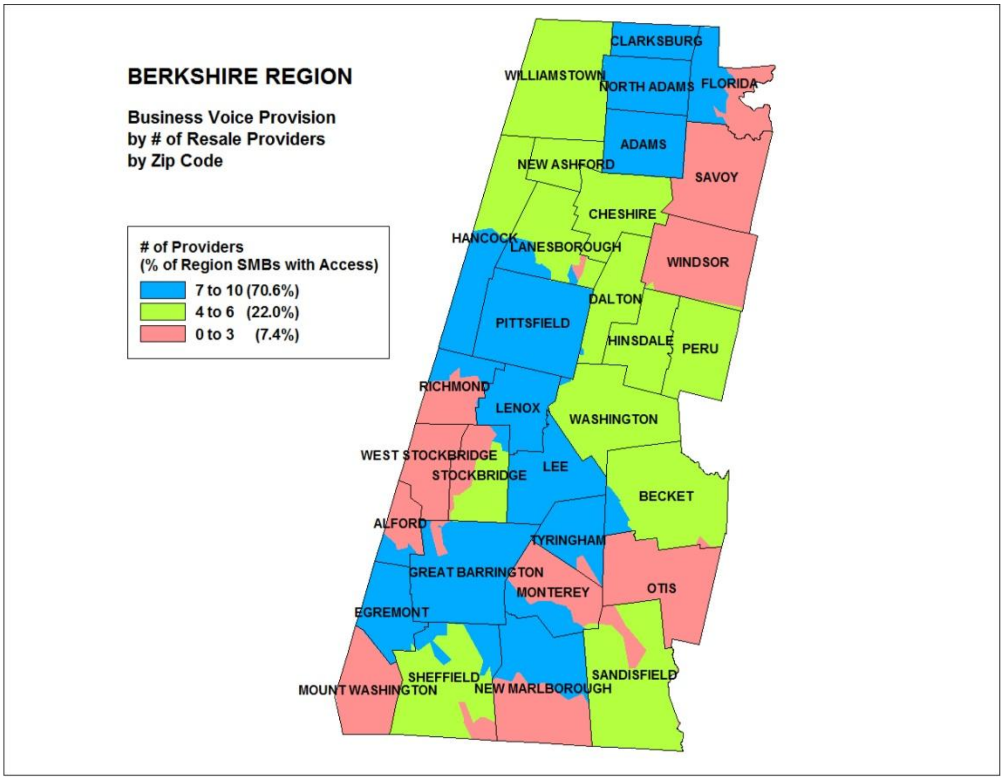


Figure BE-8: Business Voice Provision by Number of Leased Facilities Providers, December 2007

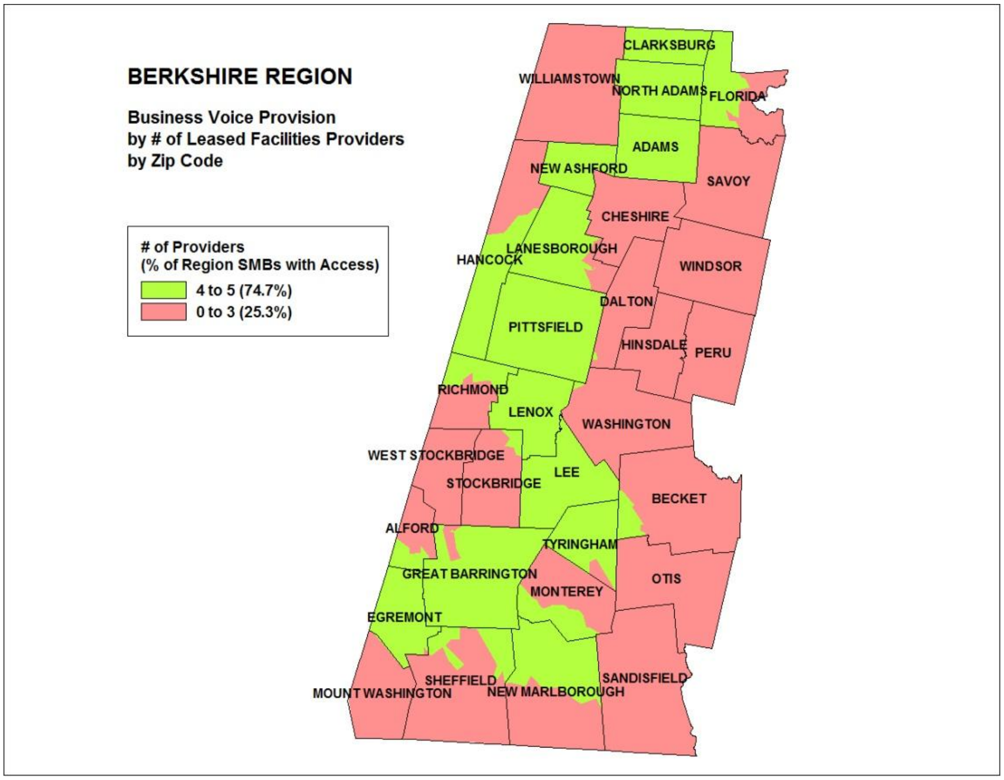
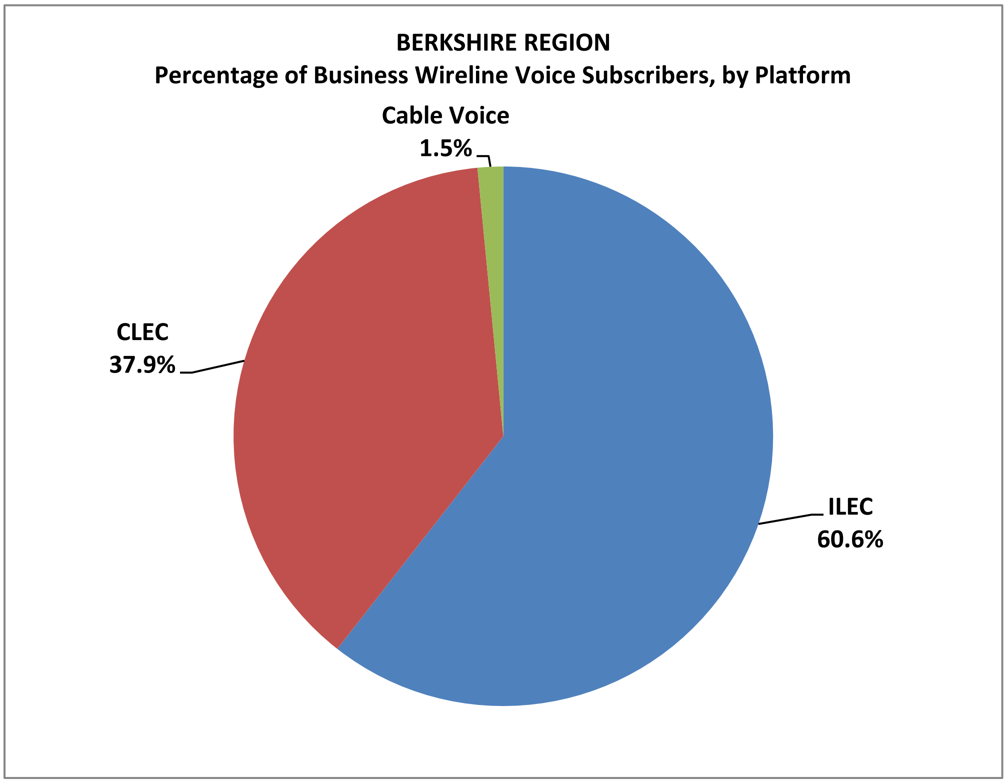


Figure BE-9: Market Shares for Business Voice Services by Platform, December 2008



III. Wireless Voice

Figure BE-10: Availability of Wireless Voice by Number of Providers, December 2008

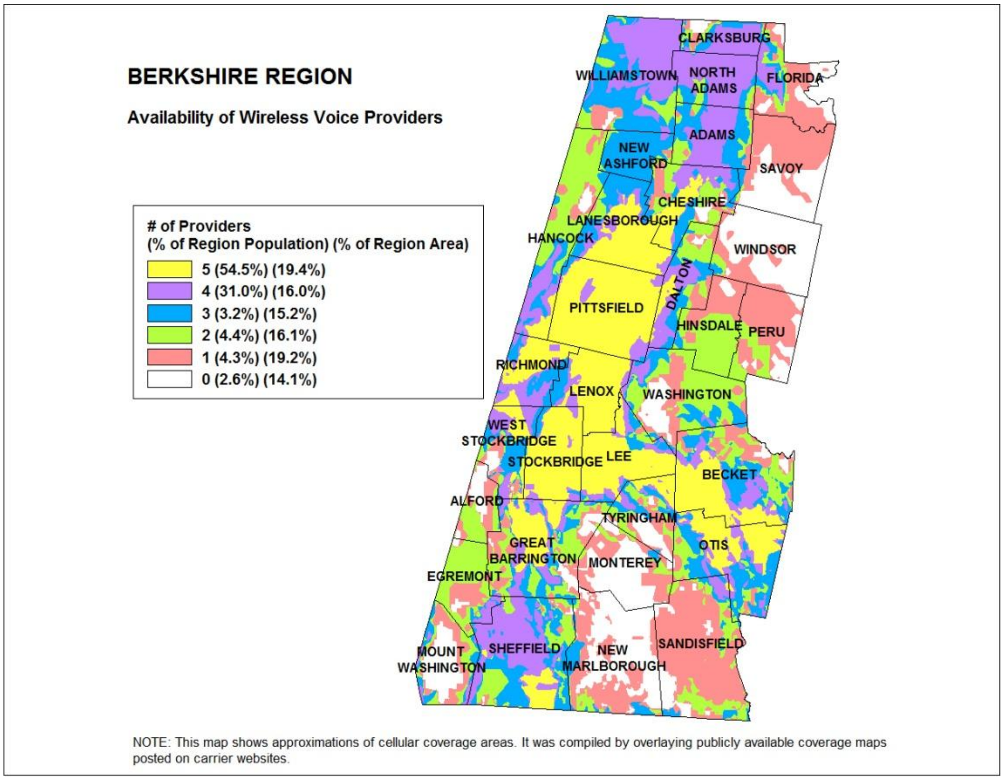
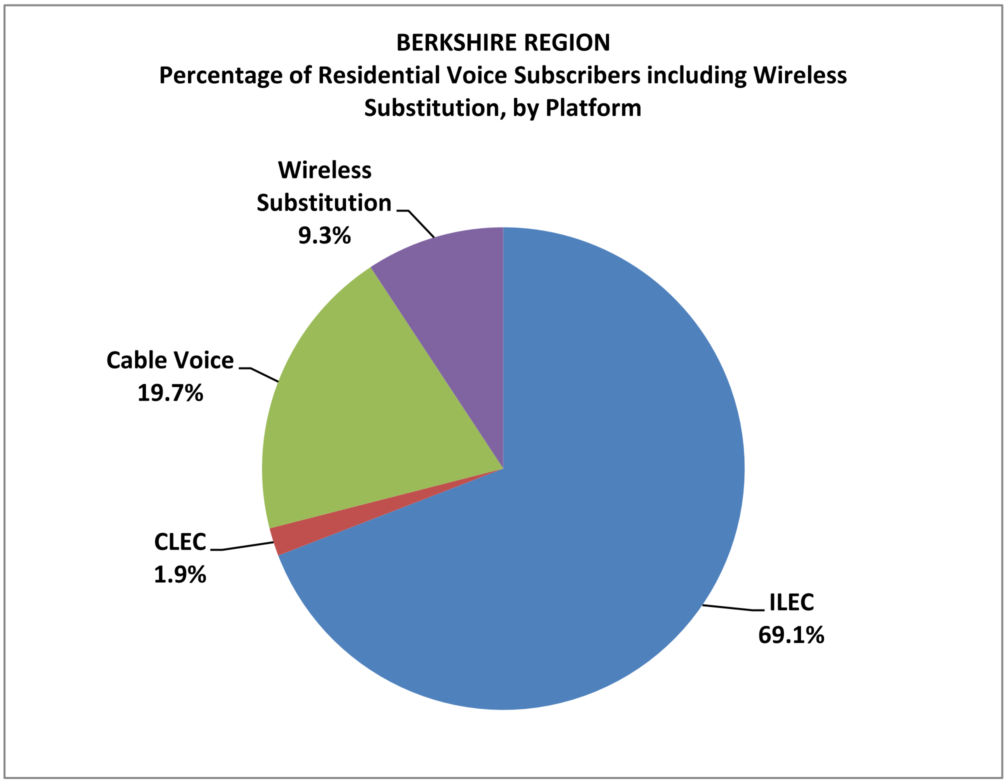


Figure BE-11: Market Shares for Residential Voice Services Including Wireless Substitution, December 2008



IV. Cable Video

Figure BE-12: Incumbent Cable Video Service Providers, 2008

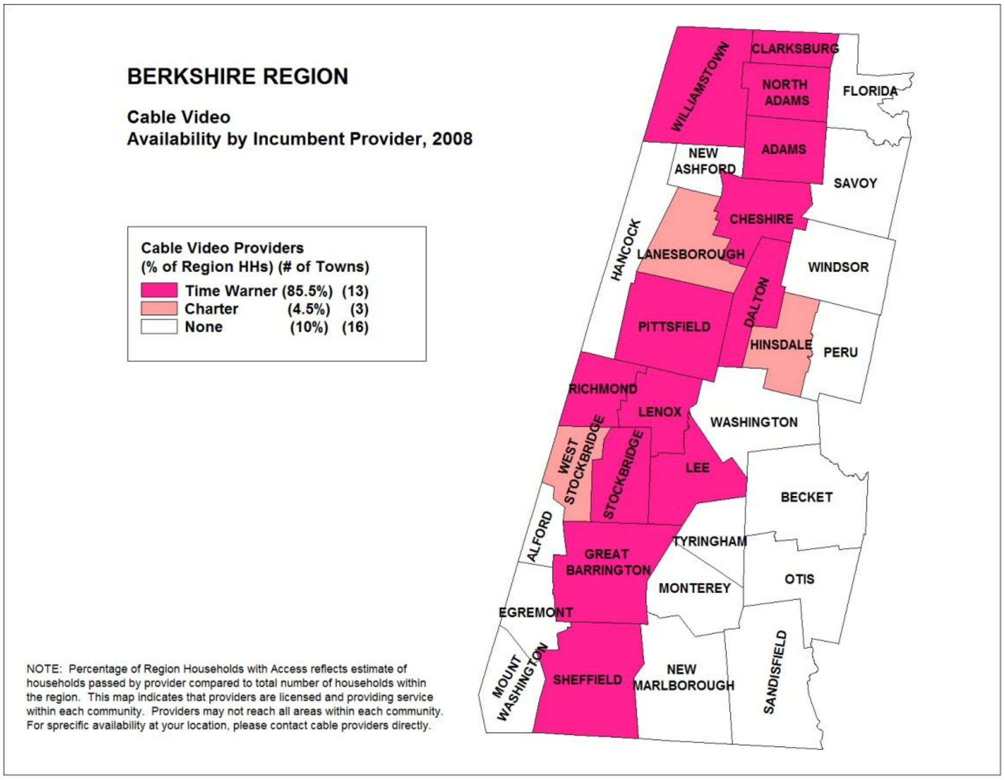


Figure BE-13: Percentage of Households Passed by the Incumbent Cable Provider, 2008

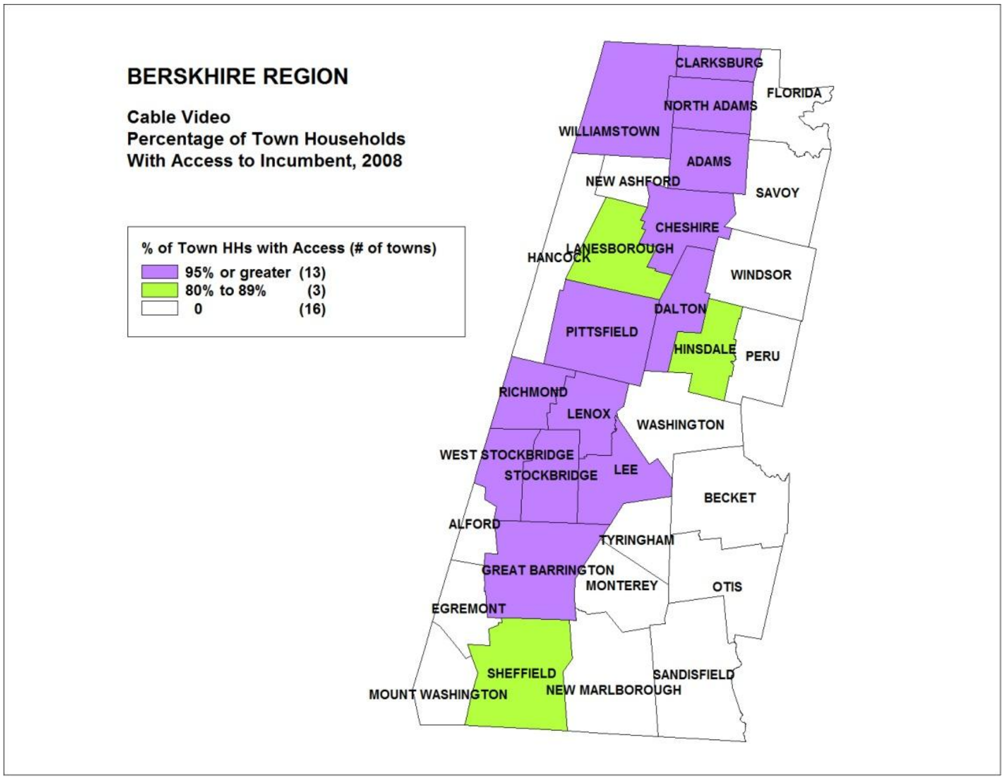
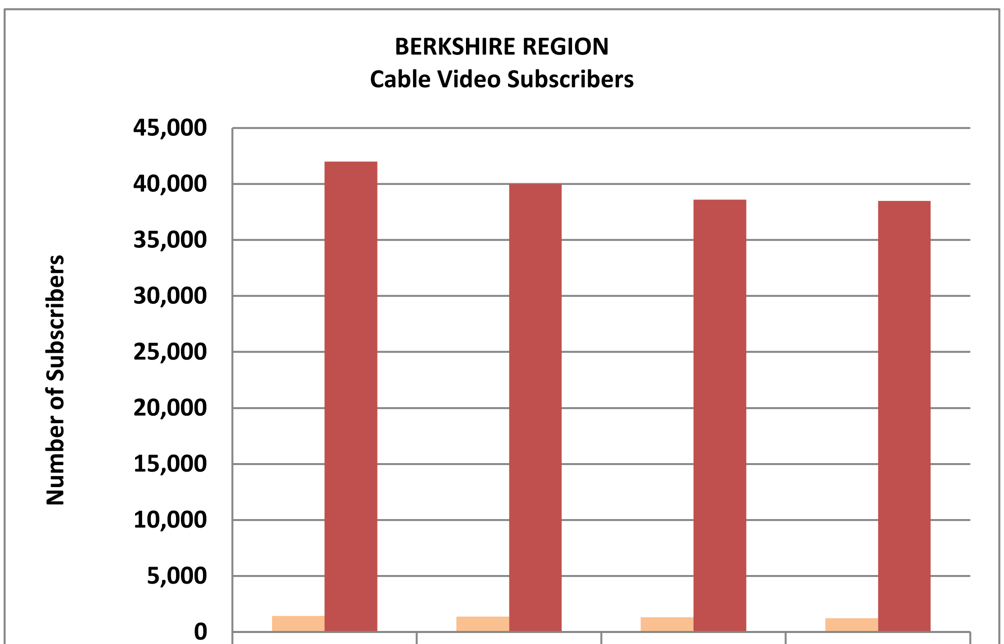
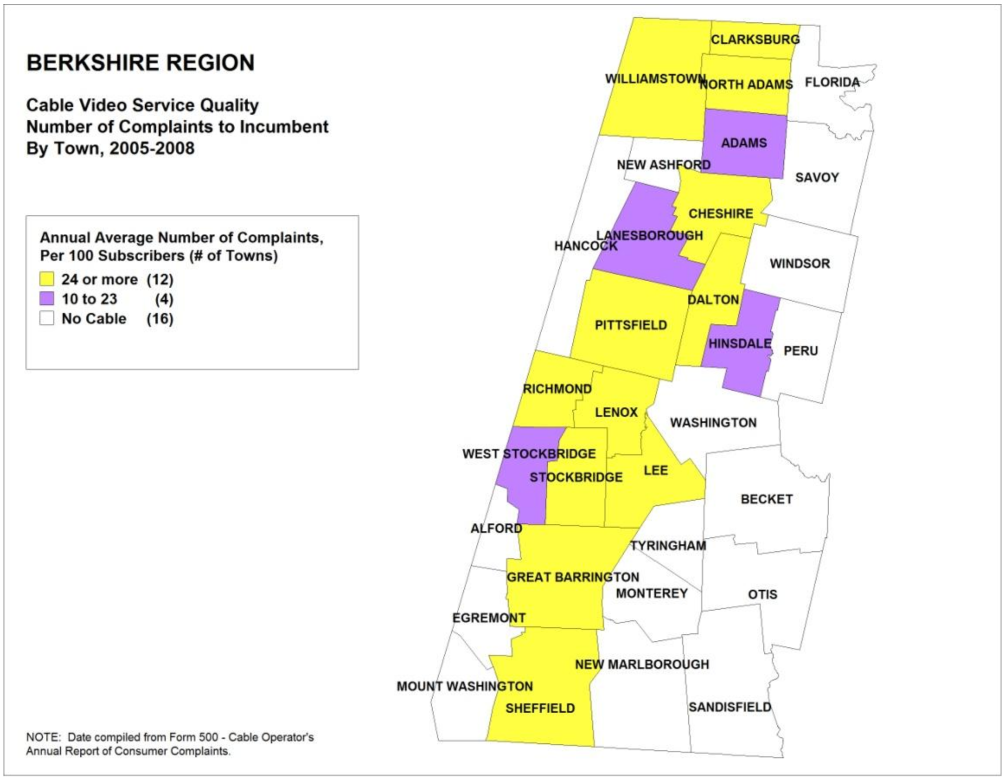


Figure BE-14: Cable Video Subscribers, by Provider, 2005-2008



	2005	2006	2007	2008
Charter	1,419	1,364	1,310	1,240
Time Warner	42,006	39,995	38,616	38,477

Figure BE-15: Incumbent Cable Video Provider Complaints, 2005-2008



Boston Metro

I. Residential Voice

Figure BM-1: Availability of ILEC Voice Providers, by Town, December 2008

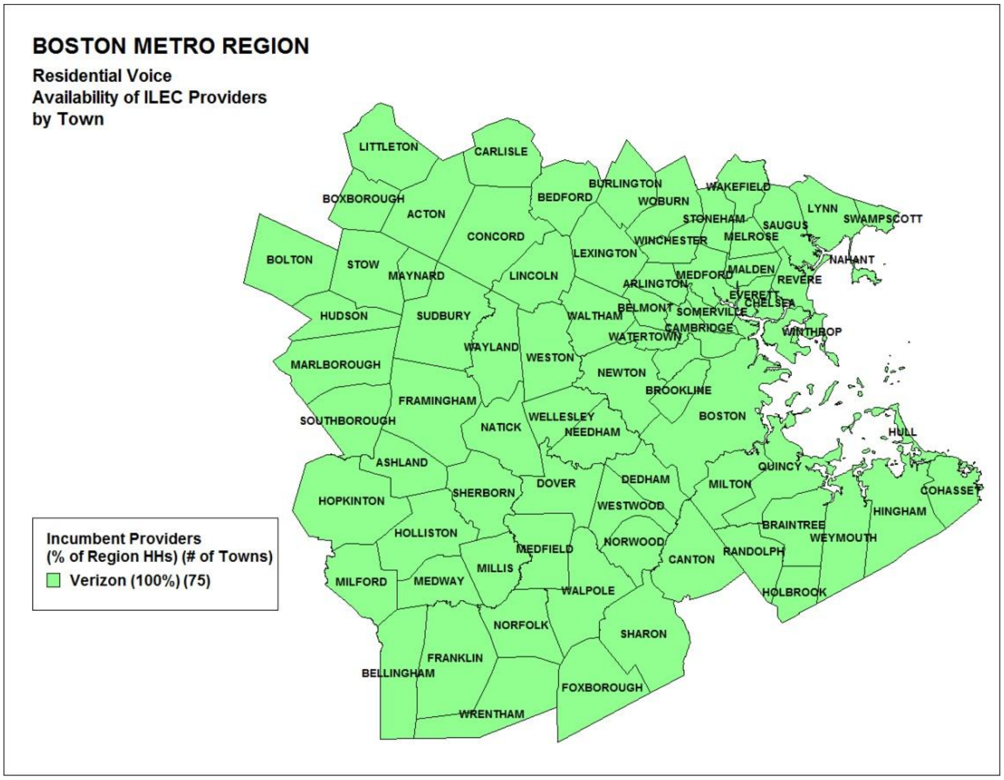


Figure BM-2: Availability of Cable Voice Providers, by Town, December 2008

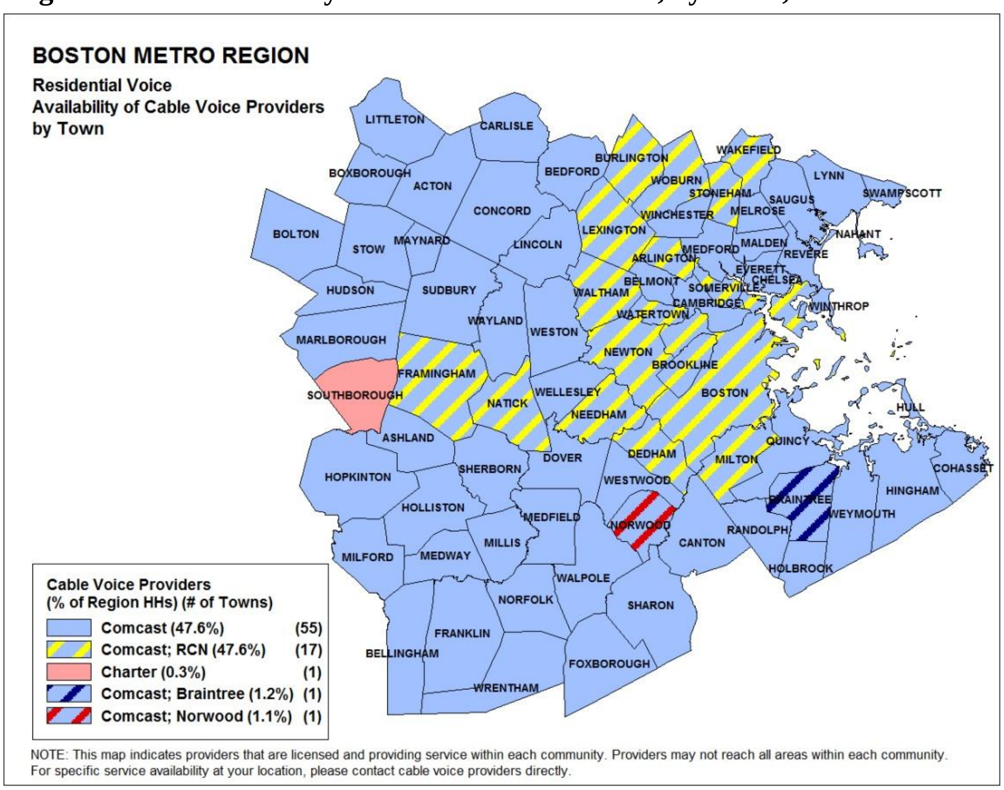


Figure BM-3: Market Shares for Residential Wireline Voice, by Platform, December 2008

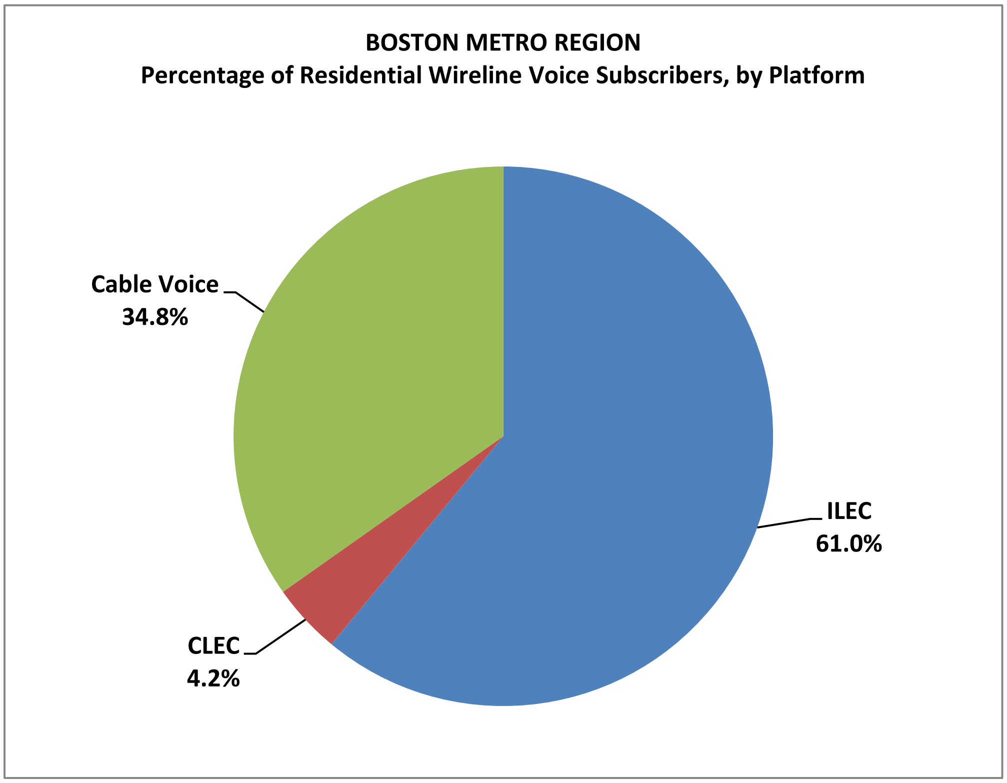


Figure BM-4: Verizon's Average Annual Trouble Reports, 2005-2008

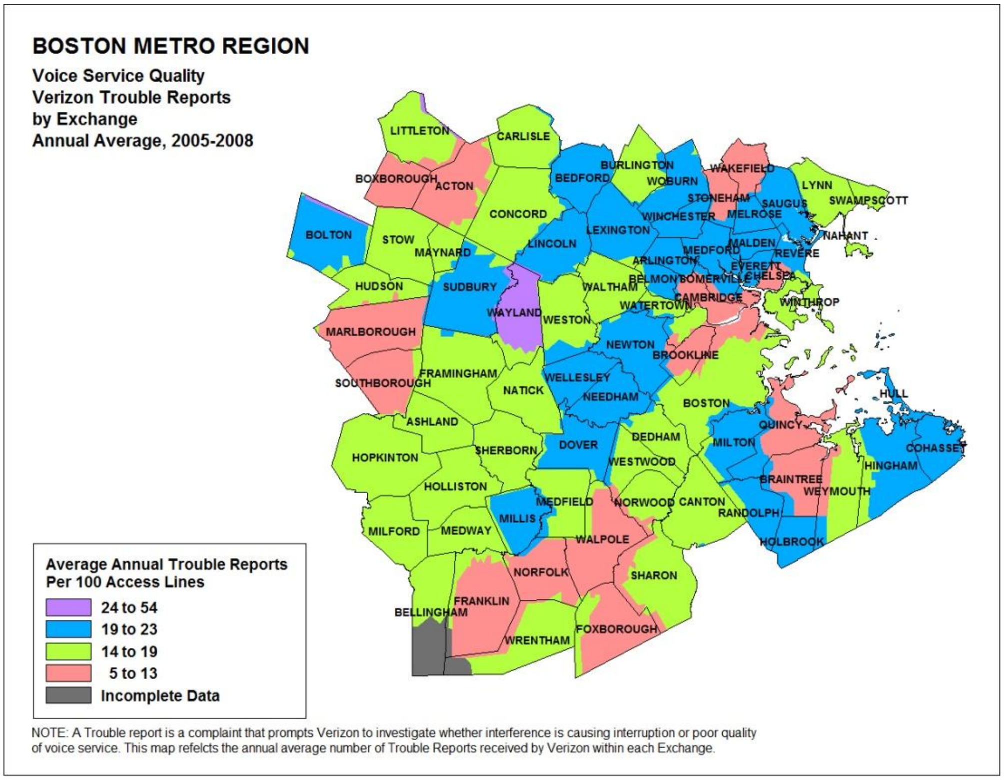
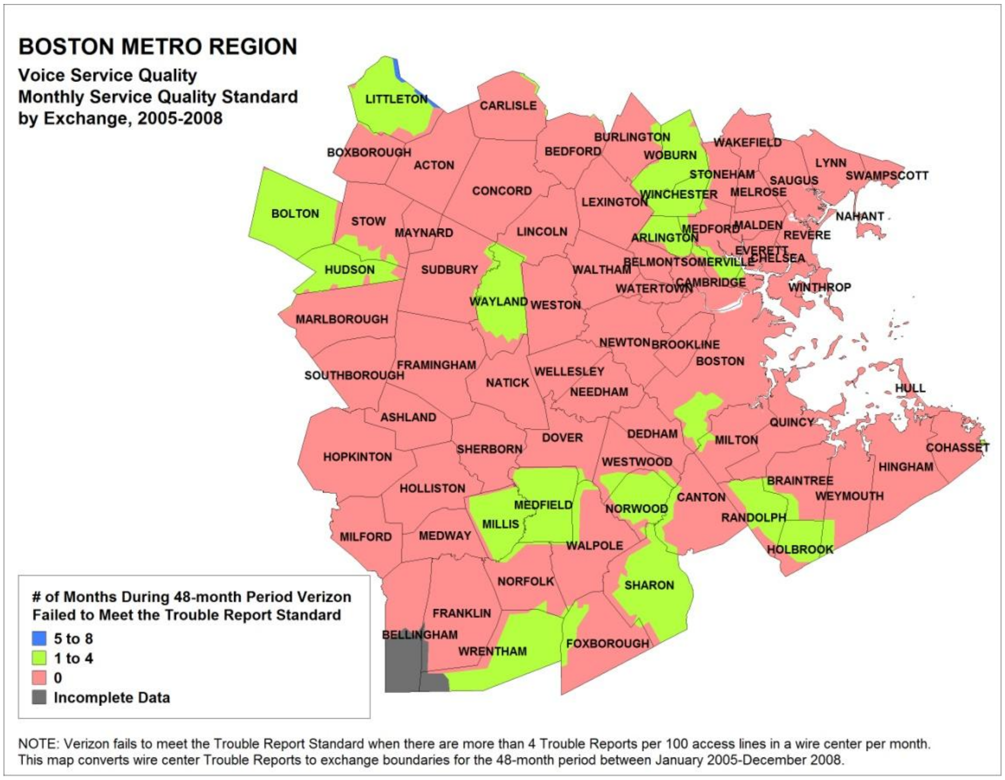


Figure BM-5: Verizon's Monthly Service Quality Standard, 2005-2008



II. Business Voice

Figure BM-6: Business Voice Provision by Number of CLEC Providers, December 2007

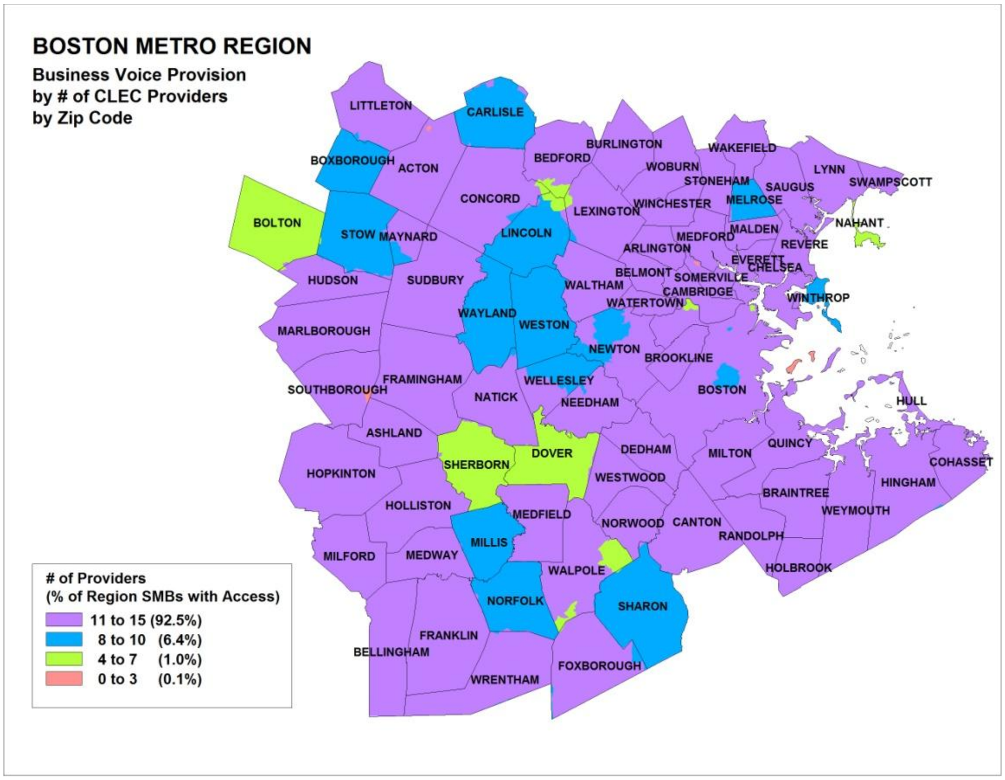


Figure BM-7: Business Voice Provision by Number of Resale Providers, December 2007

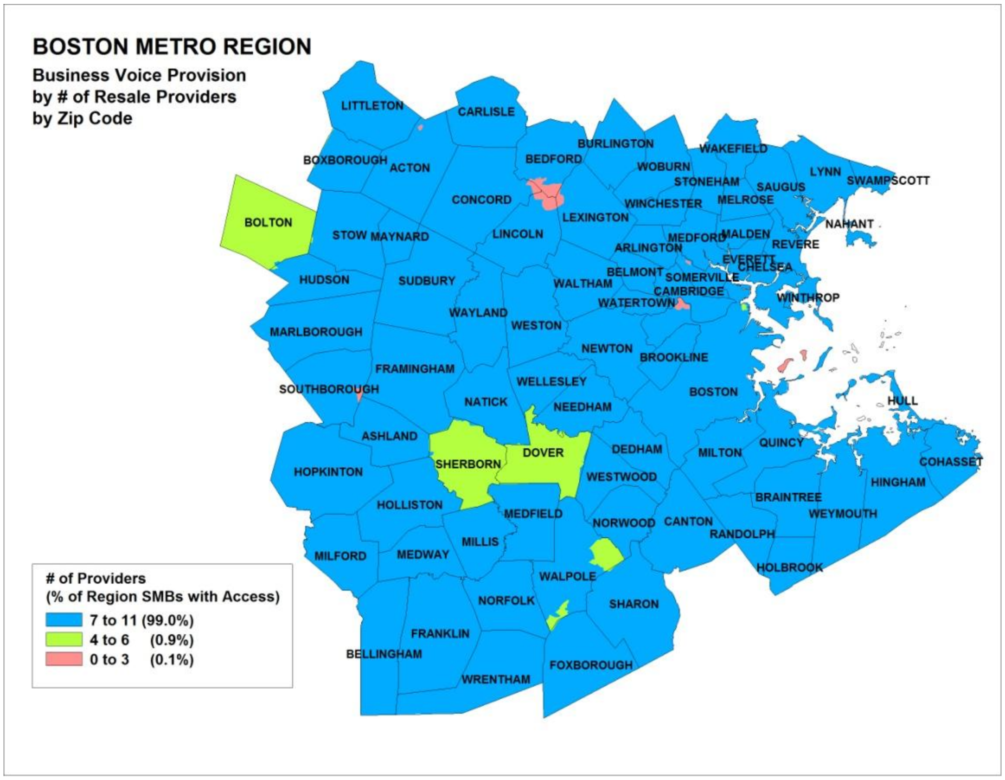


Figure BM-8: Business Voice Provision by Number of Leased Facilities Providers, December 2007

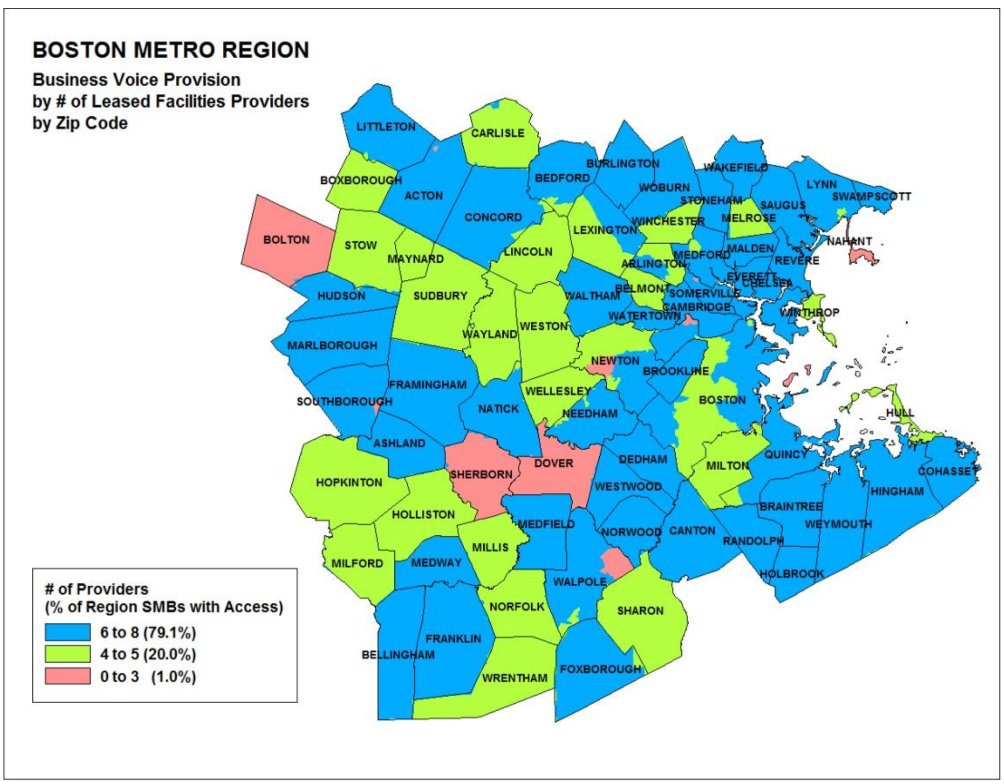
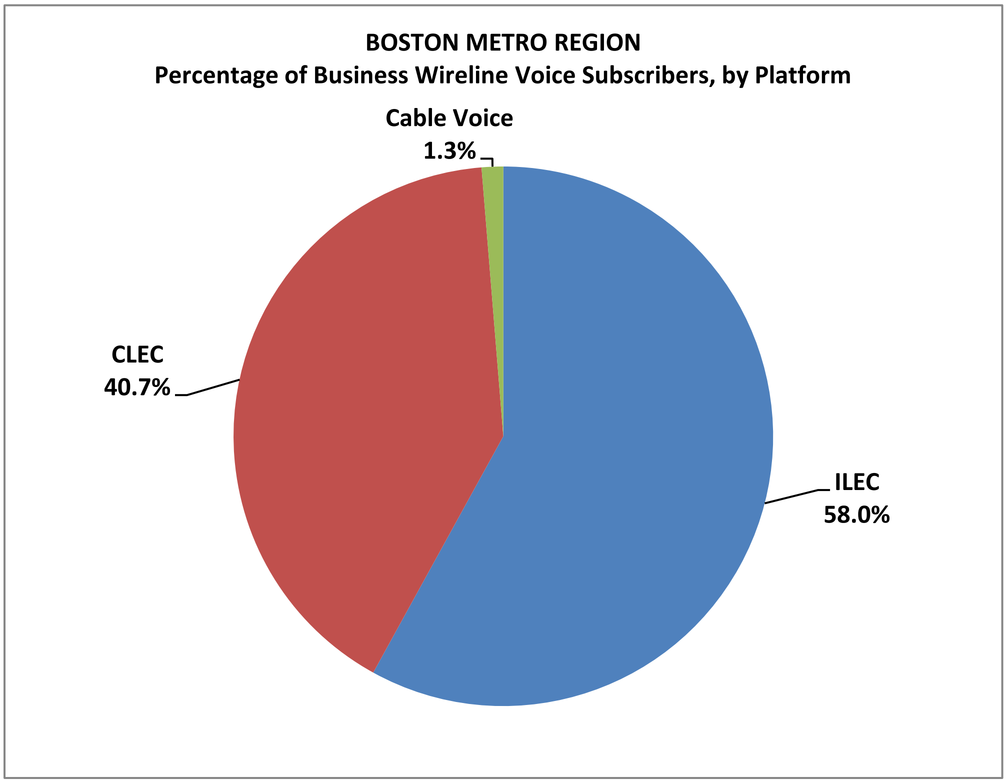


Figure BM-9: Market Shares for Business Voice Services by Platform, December 2008



III. Wireless Voice

Figure BM-10: Availability of Wireless Voice by Number of Providers, December 2008

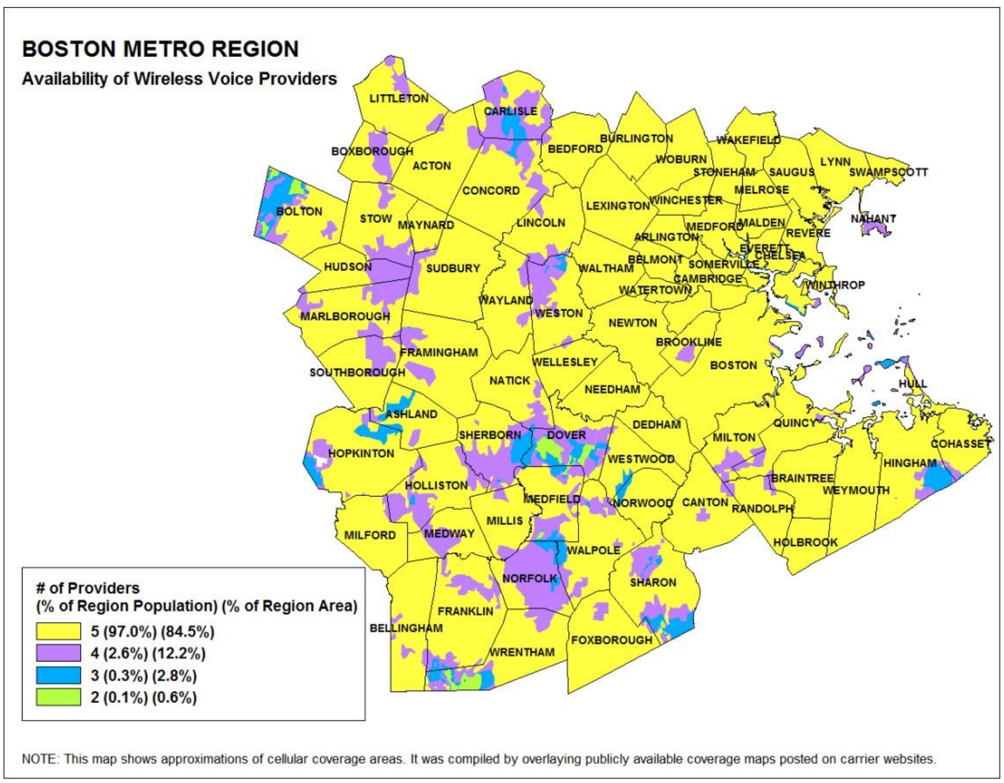
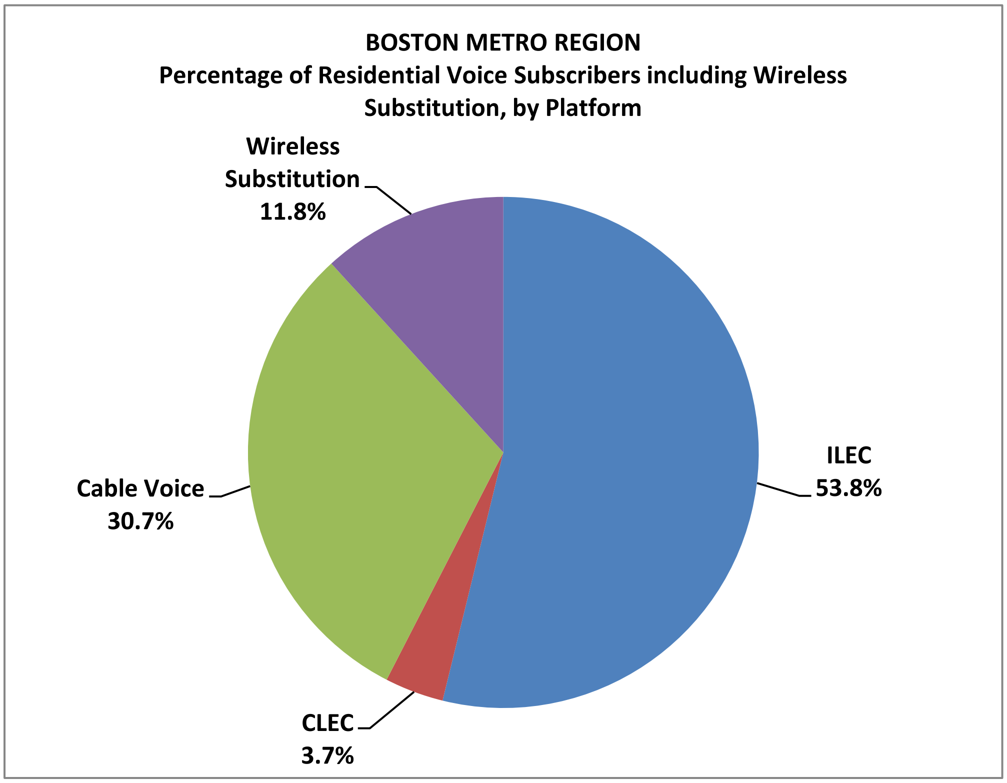


Figure BM-11: Market Shares for Residential Voice Services Including Wireless Substitution, December 2008



IV. Cable Video

Figure BM-12: Incumbent Cable Video Service Providers, 2008

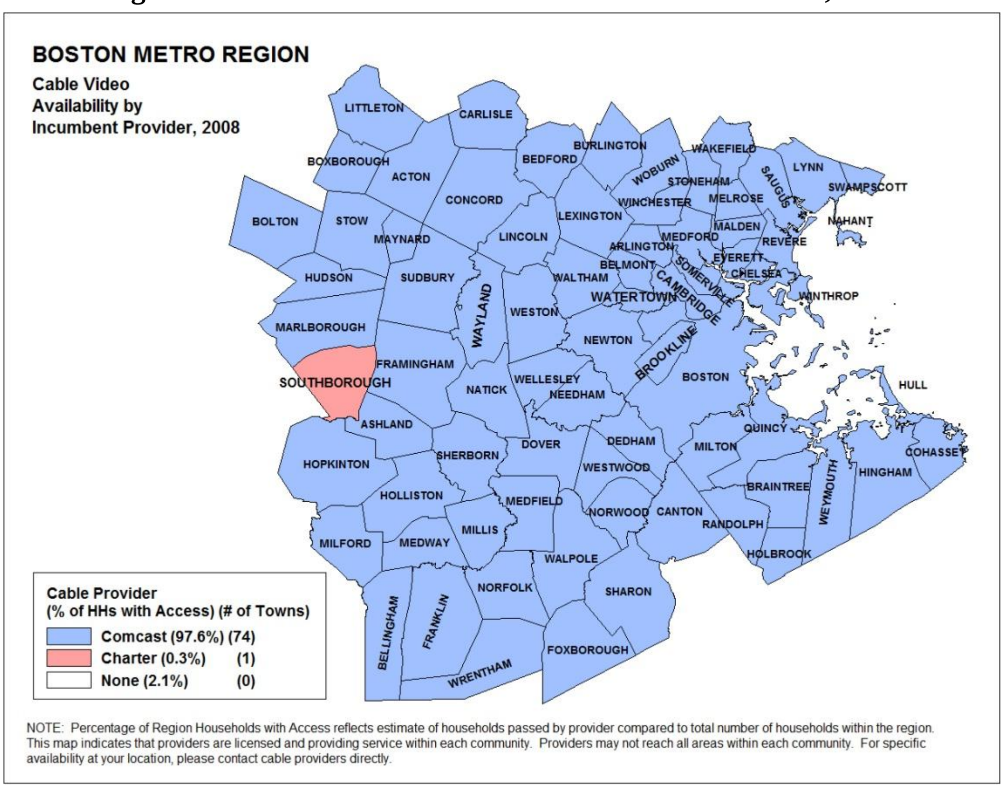


Figure BM-13: Percentage of Households Passed by the Incumbent Cable Provider, 2008

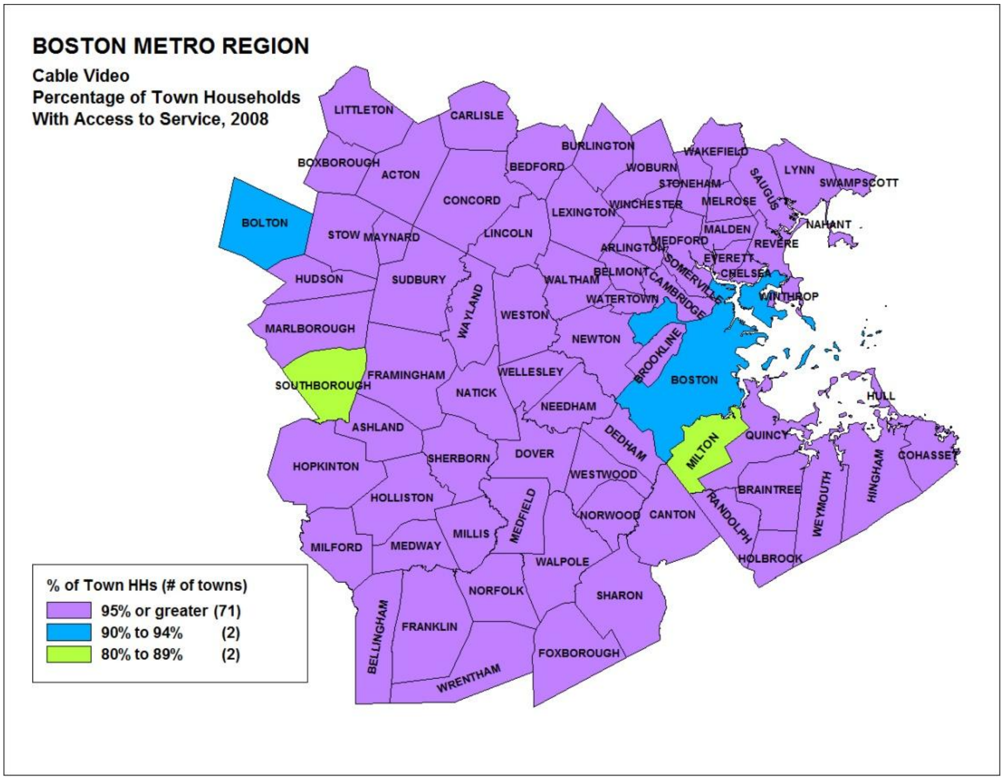


Figure BM-14: Active Cable Video Service Providers, December 2007

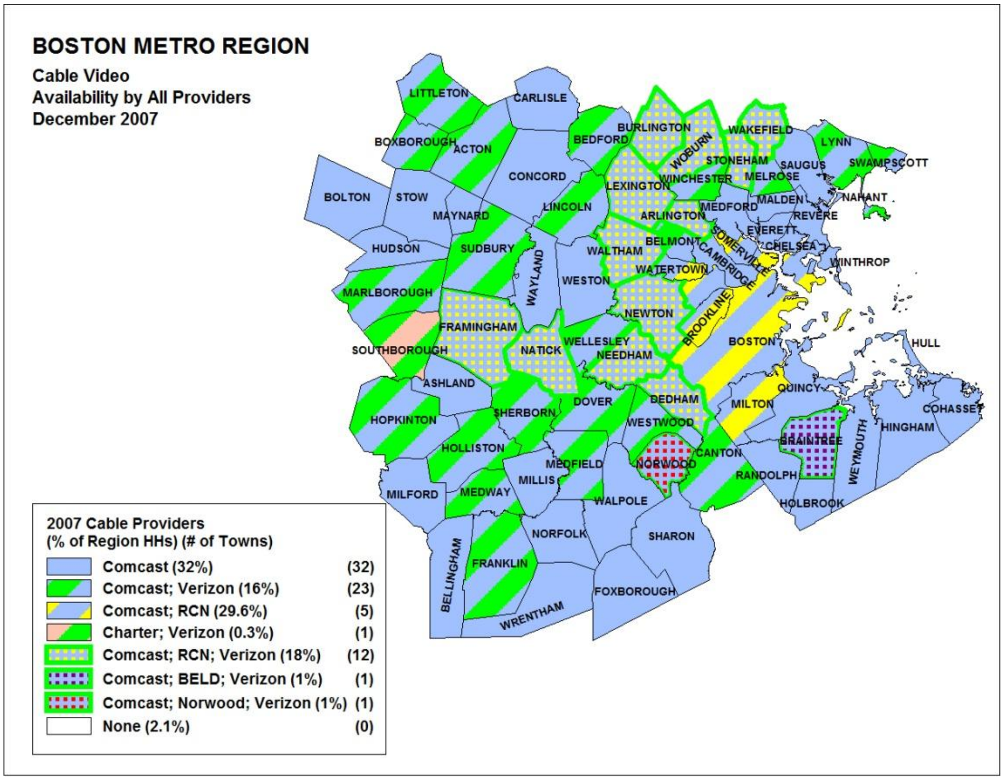


Figure BM-15: Active Cable Video Service Providers, December 2008

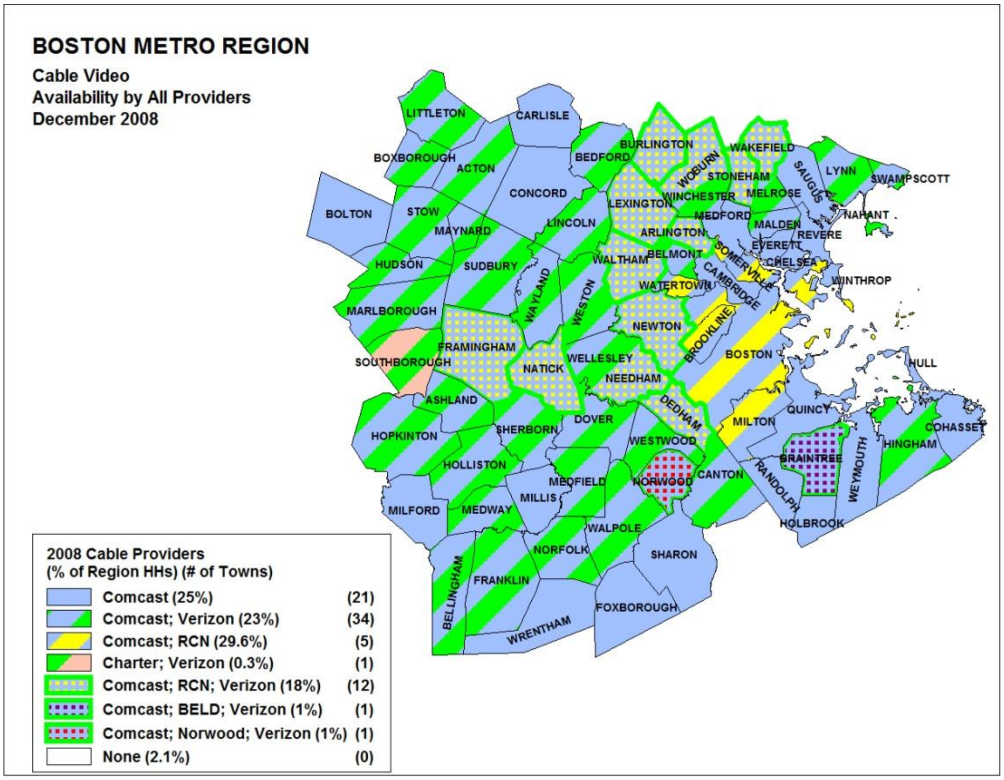


Figure BM-16: Active Cable Video Service Providers, June 2009

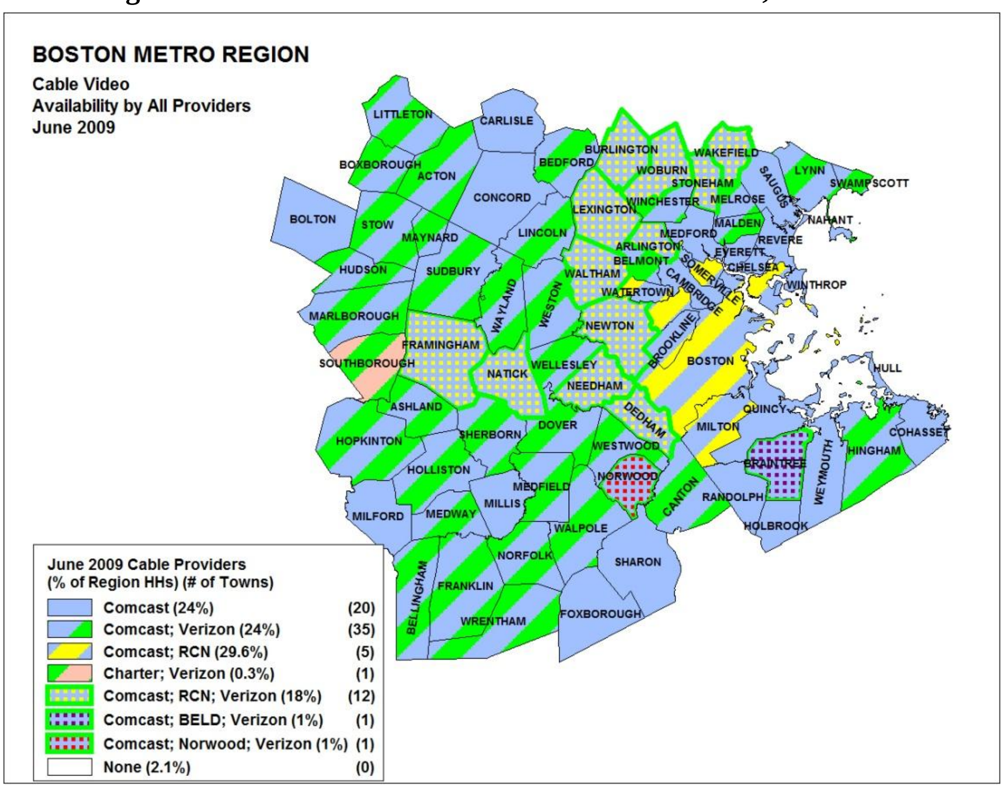
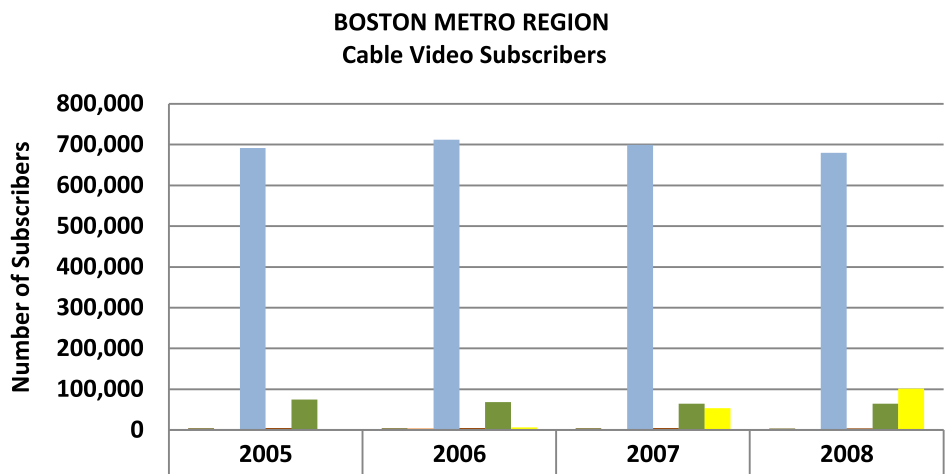
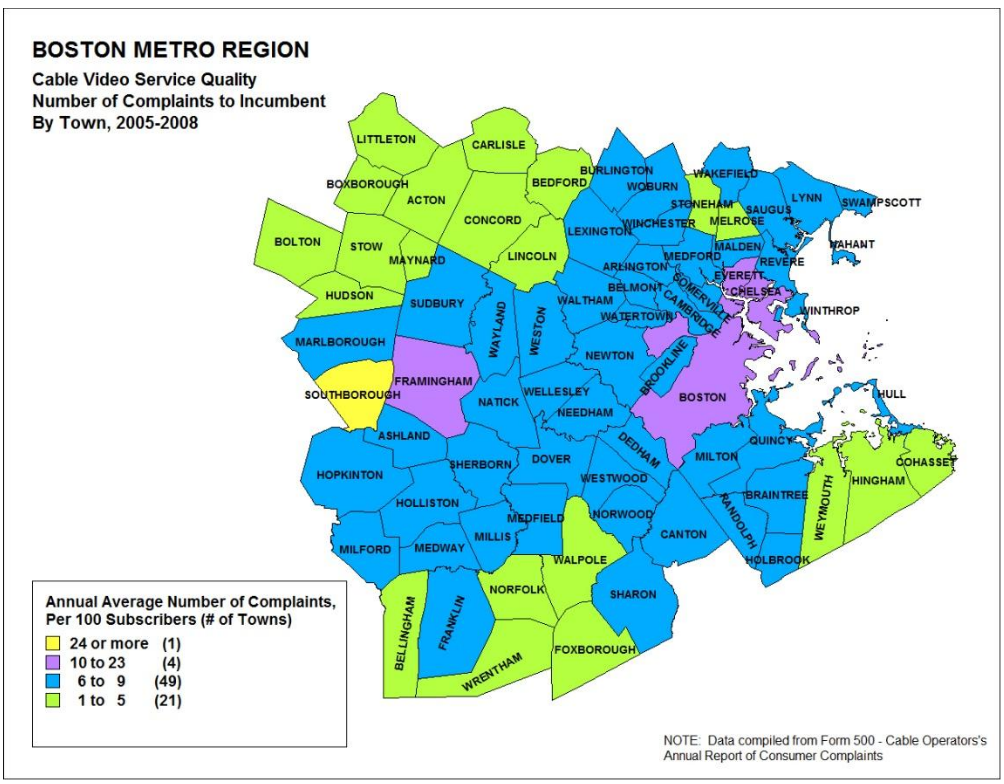


Figure BM-17: Cable Video Subscribers, by Provider, 2005-2008



	2005	2006	2007	2008
Braintree	5,111	5,193	4,864	4,315
Charter	2,659	5,110	2,033	1,518
Comcast	691,521	712,050	699,343	679,623
Norwood	4,859	4,871	4,540	3,904
RCN	74,712	68,426	64,319	64,845
Verizon	-	6,852	53,281	101,392

Figure BM-18: Incumbent Cable Video Provider Complaints, 2005-2008



Cape and Islands

I. Residential Voice

Figure CI-1: Availability of ILEC Voice Providers, by Town, December 2008

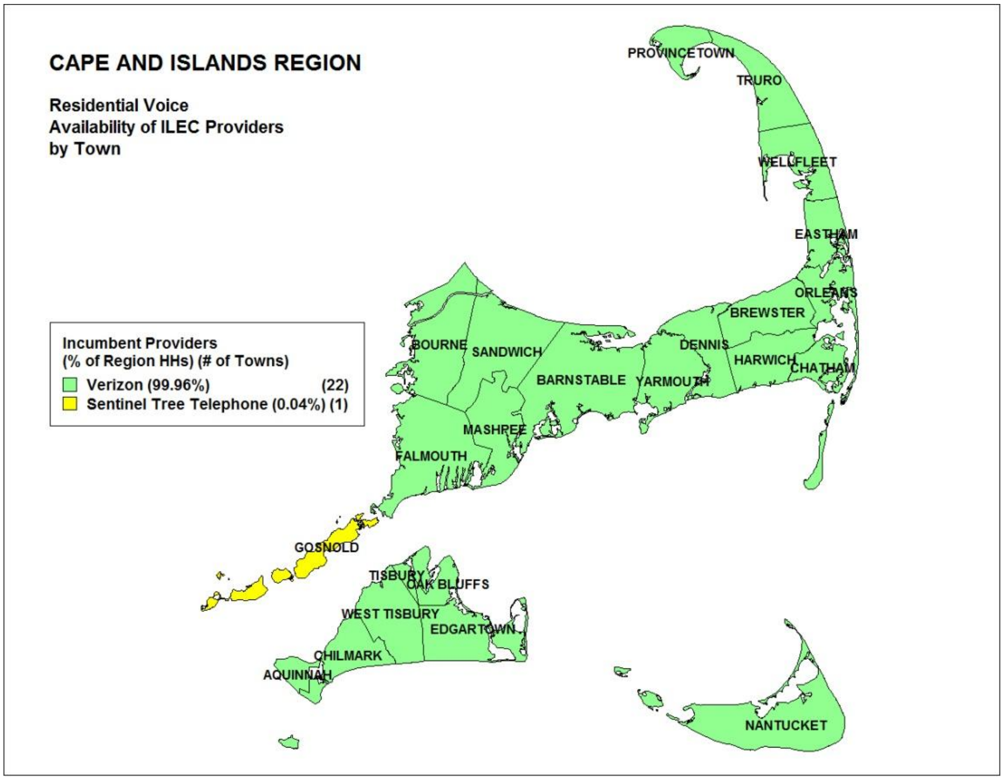


Figure CI-2: Availability of Cable Voice Providers, by Town, December 2008

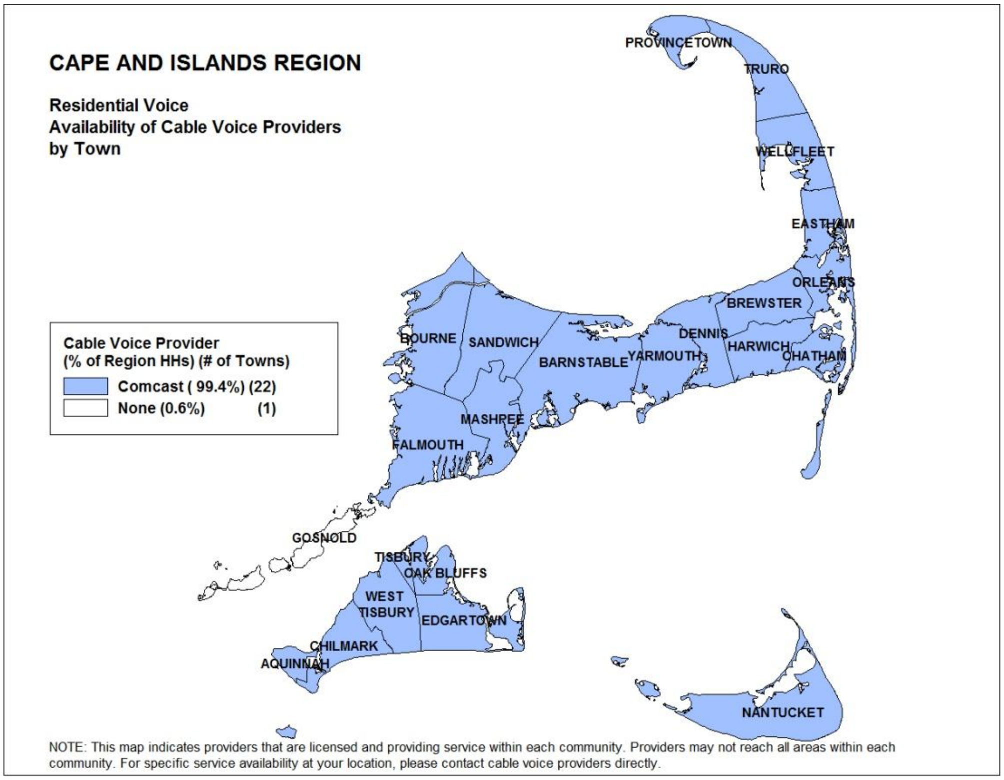


Figure CI-3: Market Shares for Residential Wireline Voice, by Platform, December 2008

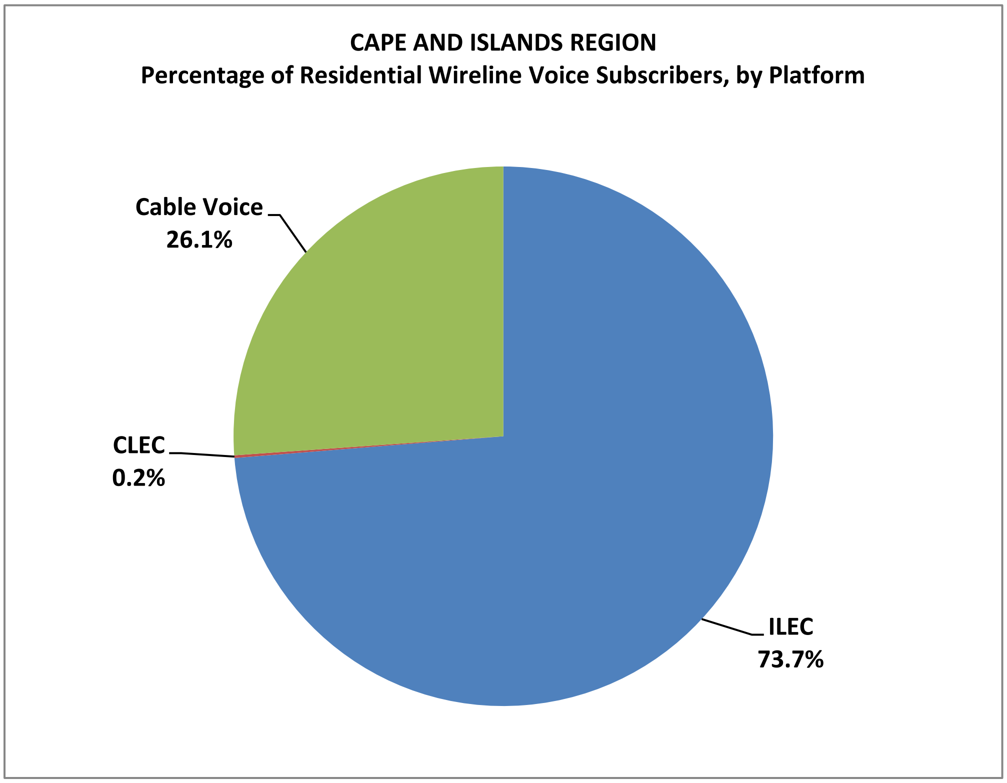


Figure CI-4: Verizon's Average Annual Trouble Reports, 2005-2008

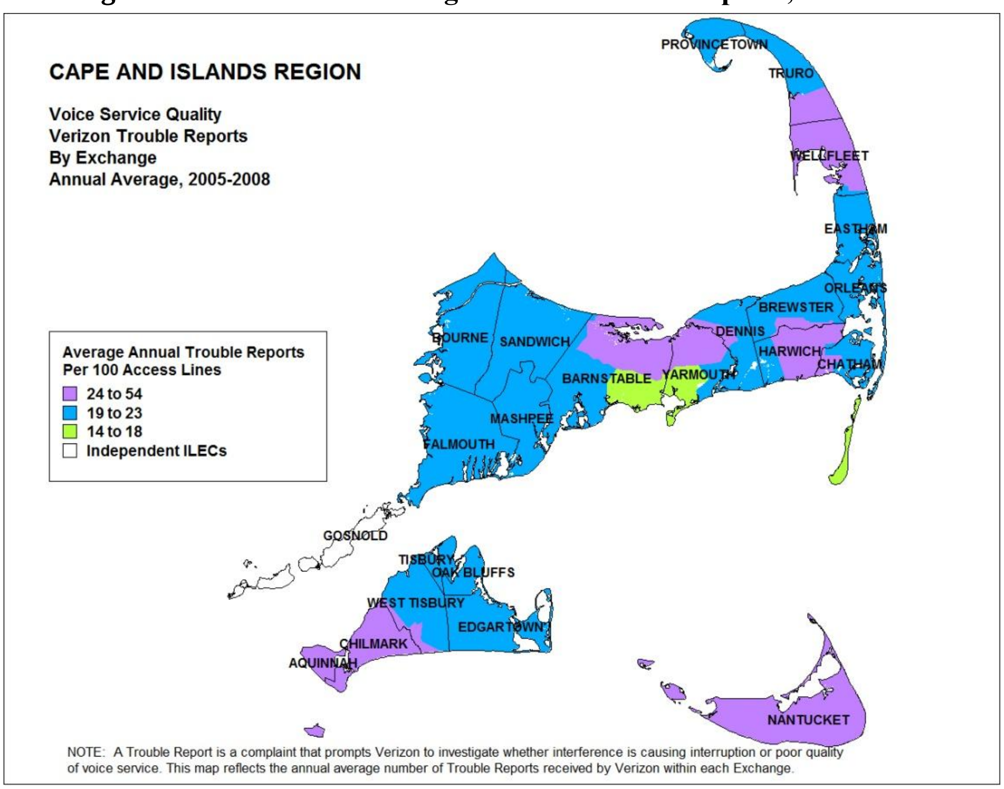
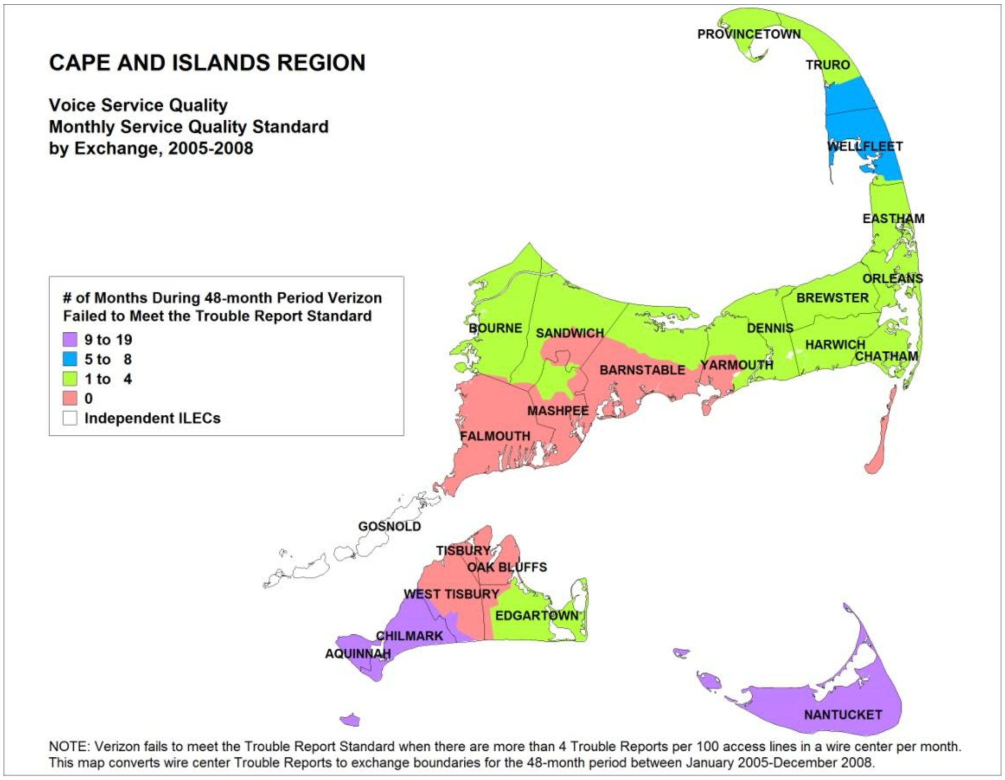


Figure CI-5: Verizon's Monthly Service Quality Standard, 2005-2008



II. Business Voice

Figure CI-6: Business Voice Provision by Number of CLEC Providers, December 2007

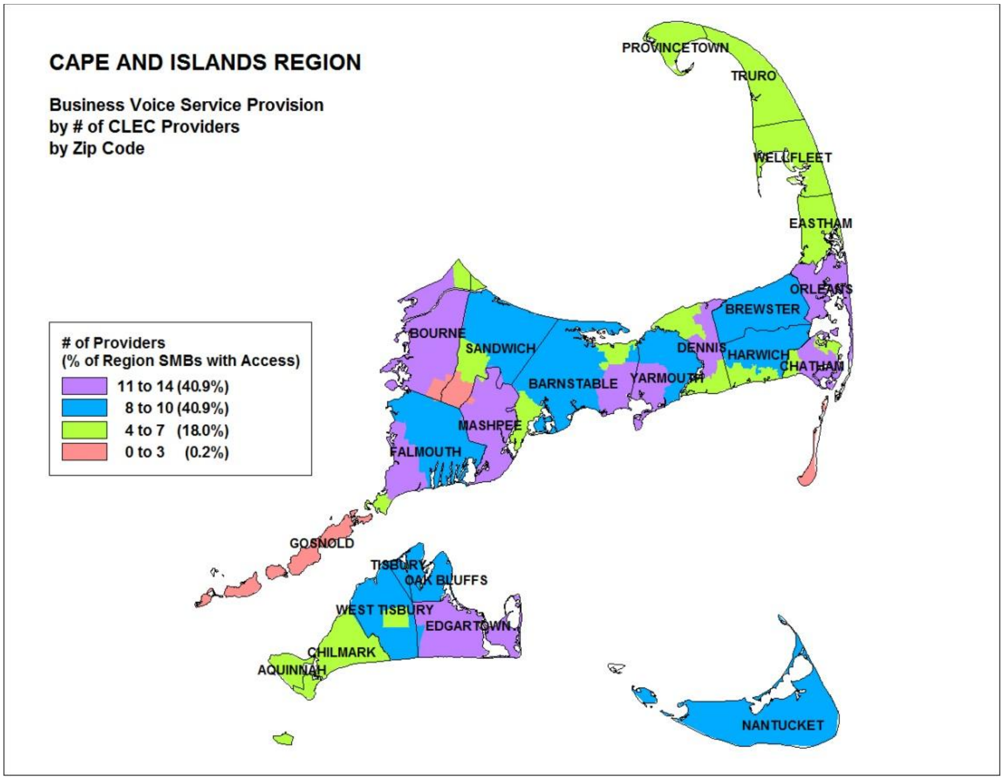


Figure CI-7: Business Voice Provision by Number of Resale Providers, December 2007

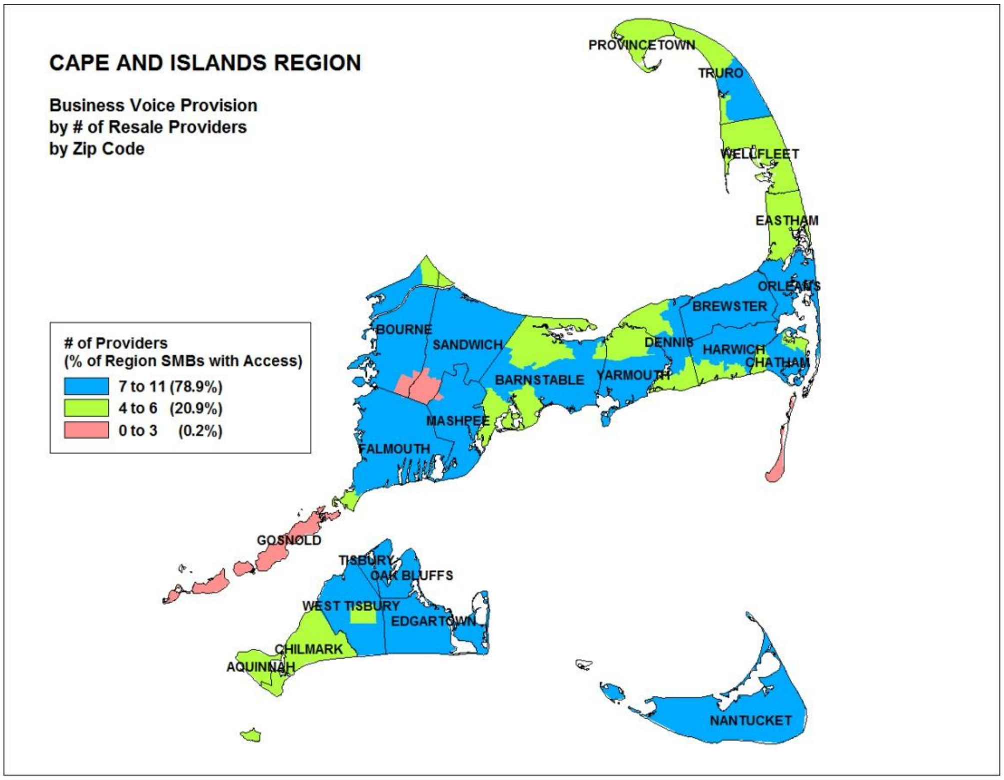


Figure CI-8: Business Voice Provision by Number of Leased Facilities Providers, December 2007

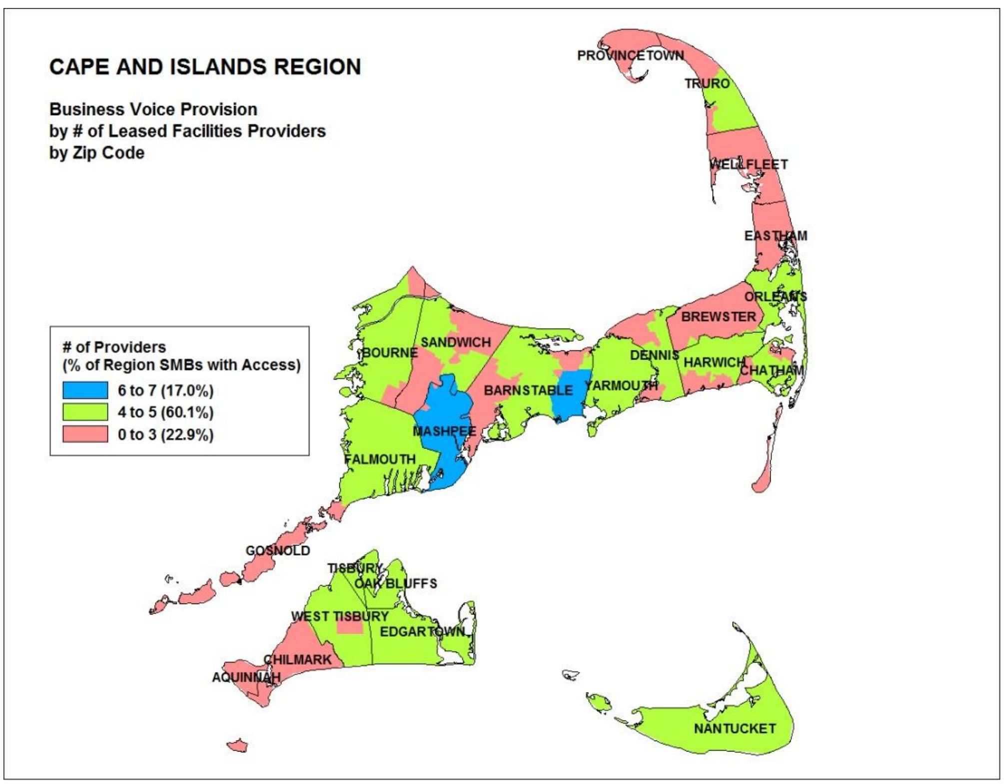
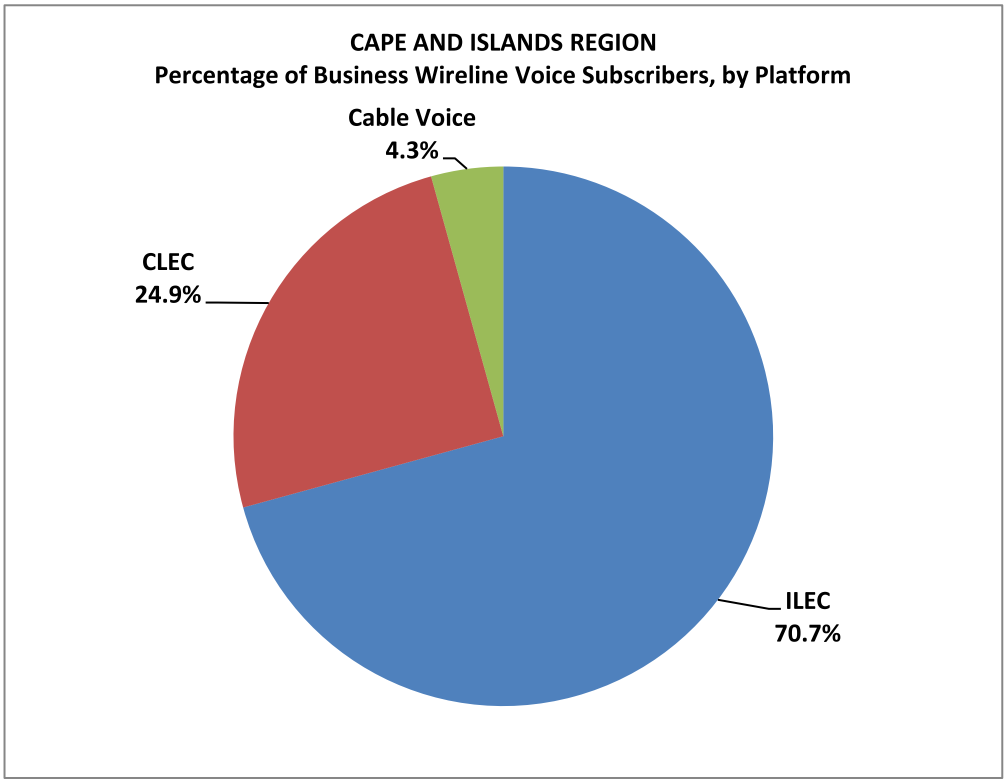


Figure CI-9: Market Shares for Business Voice Services by Platform, December 2008



III. Wireless Voice

Figure CI-10: Availability of Wireless Voice by Number of Providers, December 2008

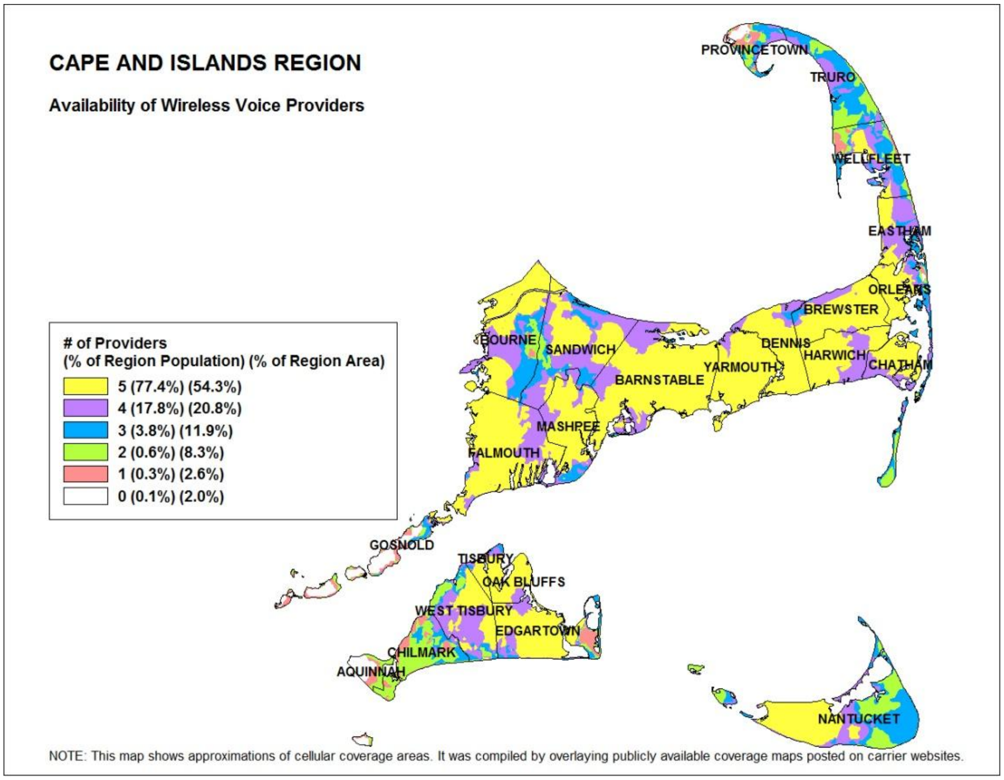
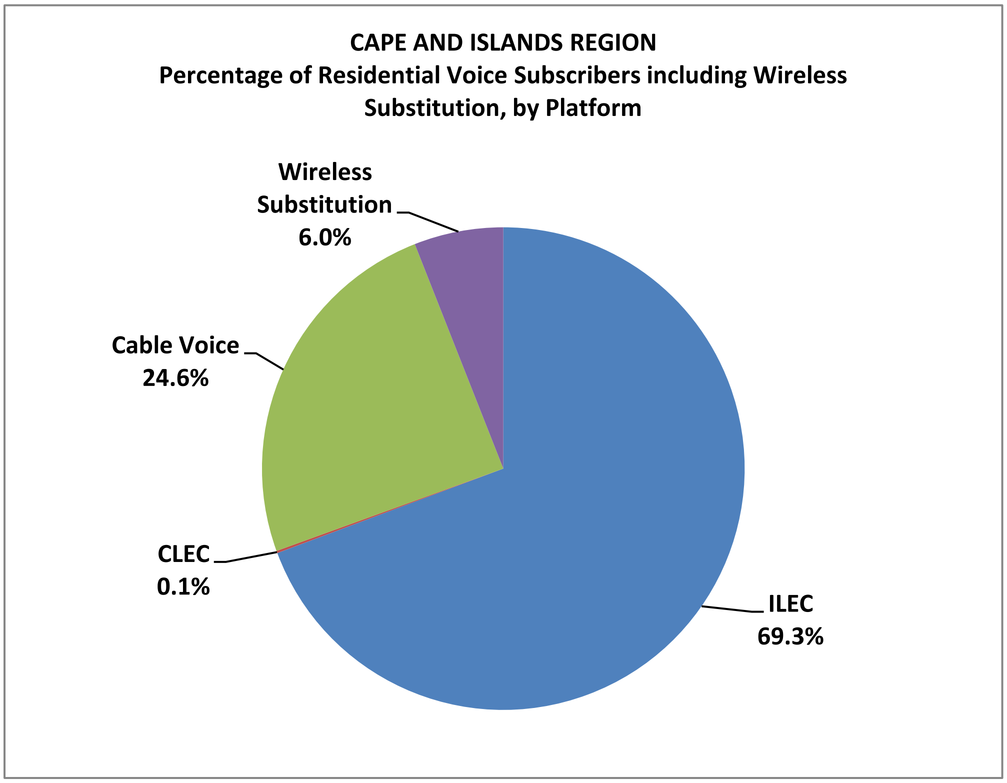


Figure CI-11: Market Shares for Residential Voice Services Including Wireless Substitution, December 2008



IV. Cable Video

Figure CI-12: Incumbent Cable Video Service Providers, 2008

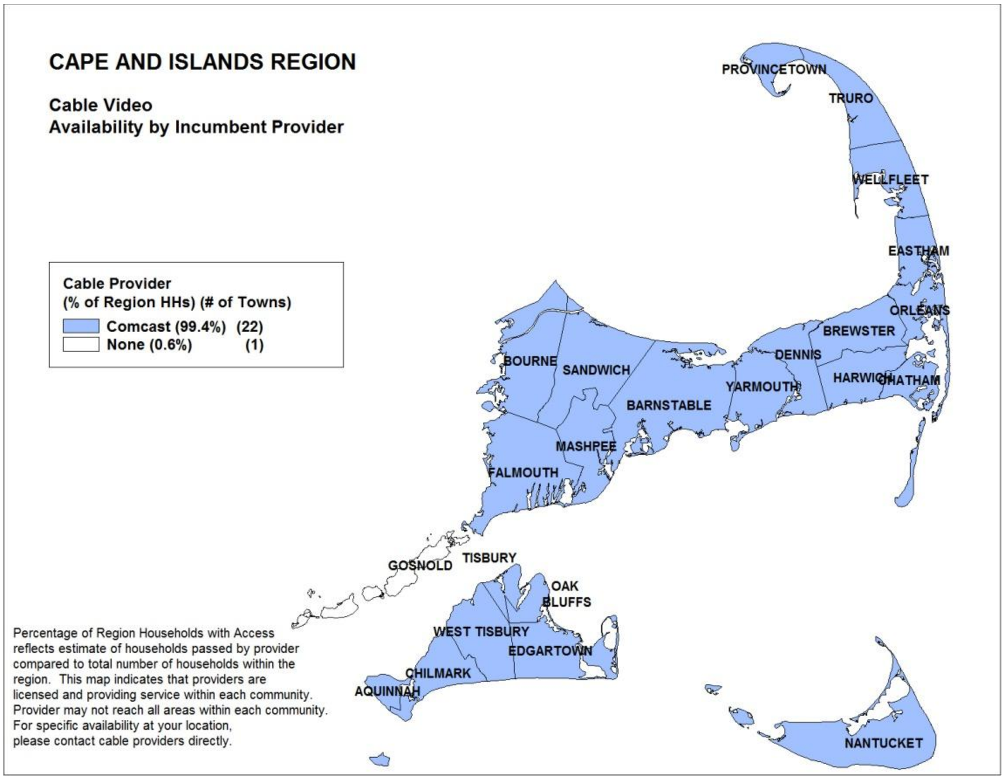


Figure CI-13: Percentage of Households Passed by the Incumbent Cable Provider, 2008

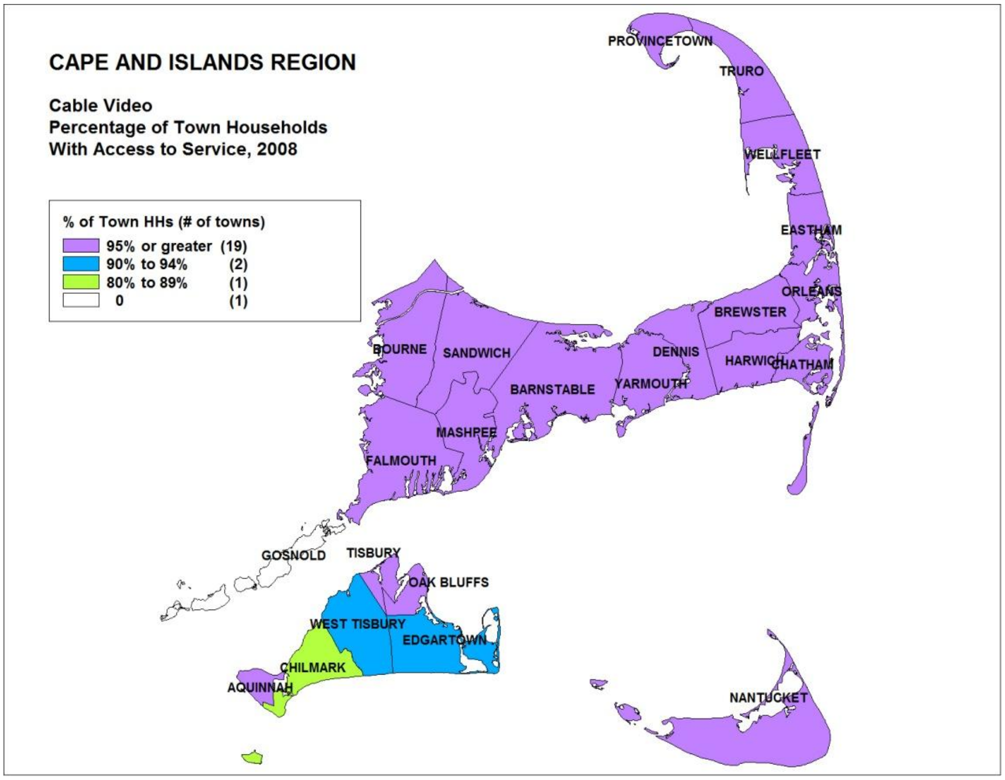


Figure CI-14: Cable Video Subscribers, by Provider, 2005-2008

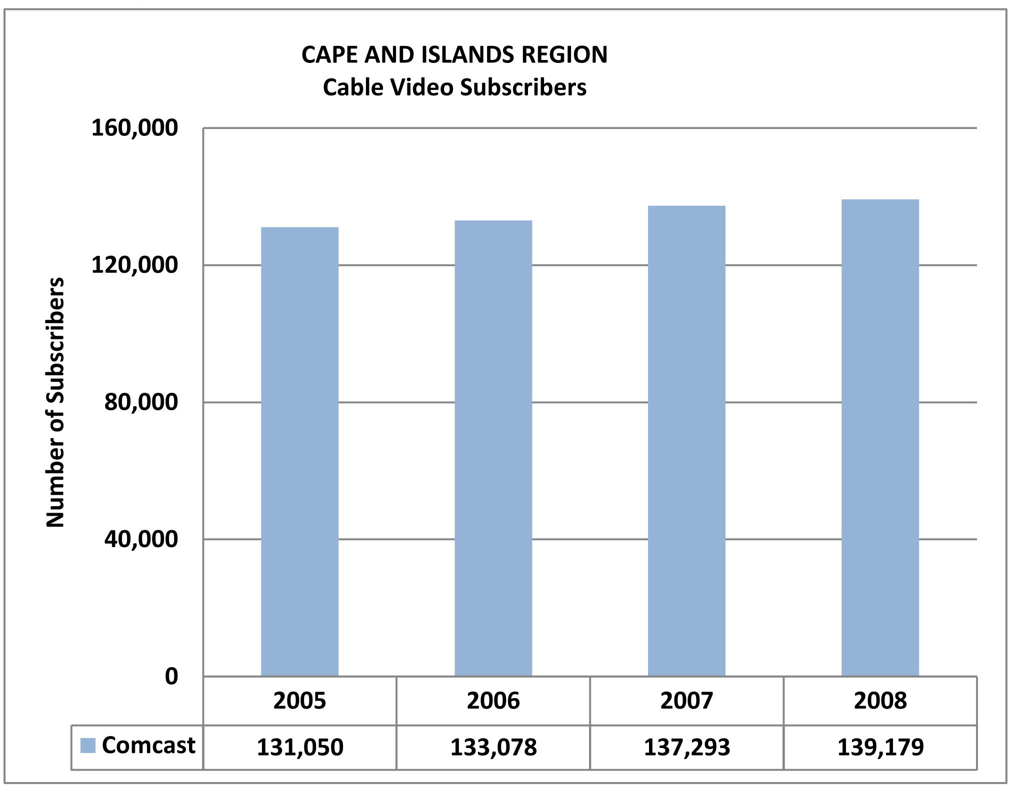
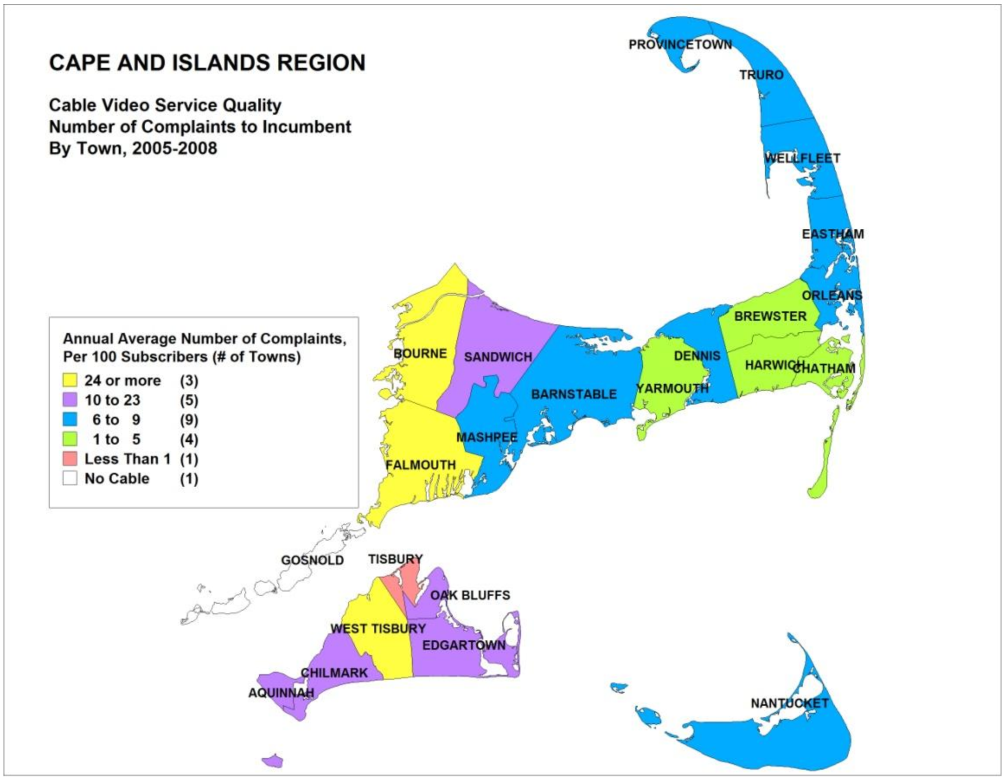


Figure CI-15: Incumbent Cable Video Provider Complaints, 2005-2008



Central

I. Residential Voice

Figure CE-1: Availability of ILEC Voice Providers, by Town, December 2008

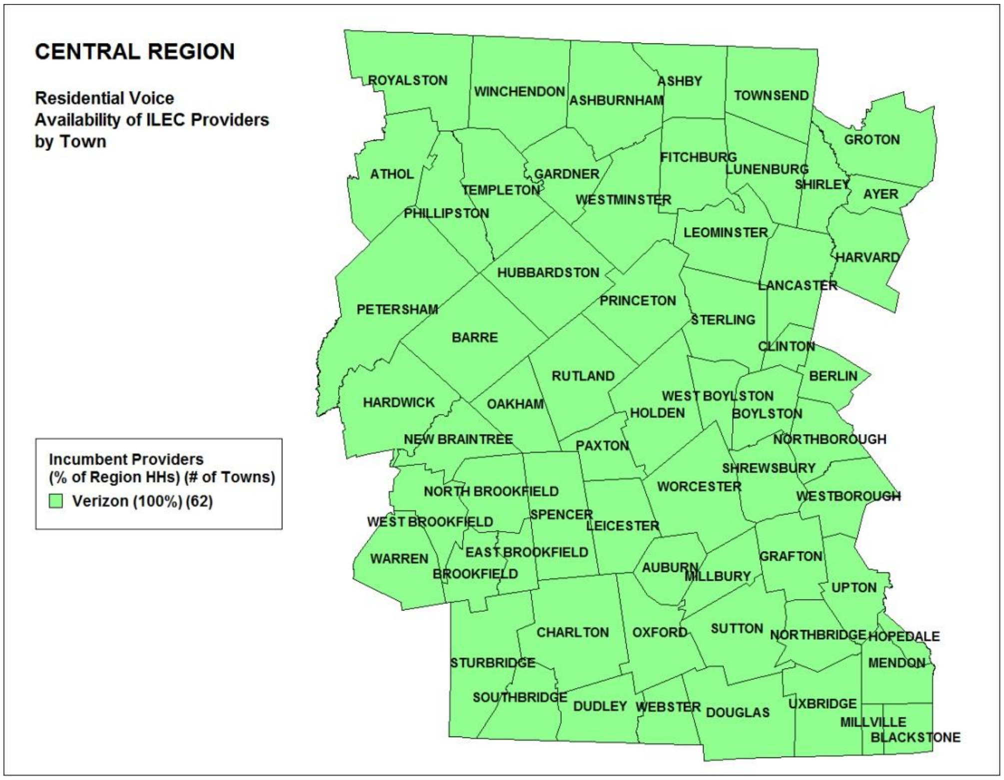


Figure CE-2: Availability of Cable Voice Providers, by Town, December 2008

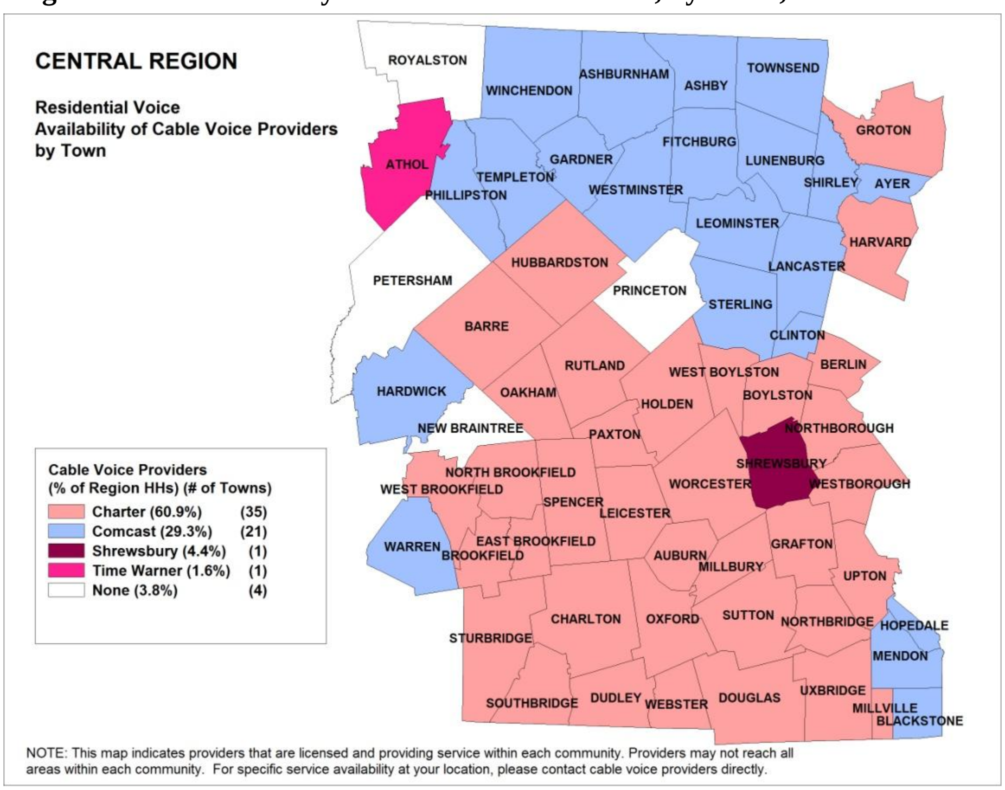


Figure CE-3: Market Shares for Residential Wireline Voice, by Platform, December 2008

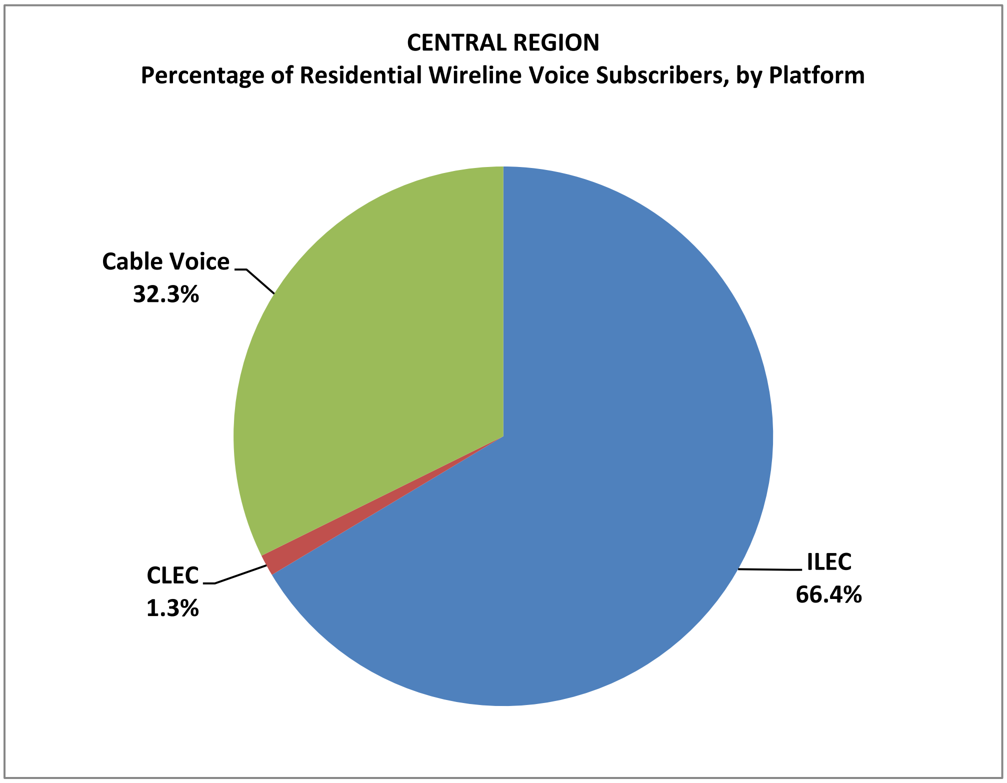


Figure CE-4: Verizon's Average Annual Trouble Reports, 2005-2008

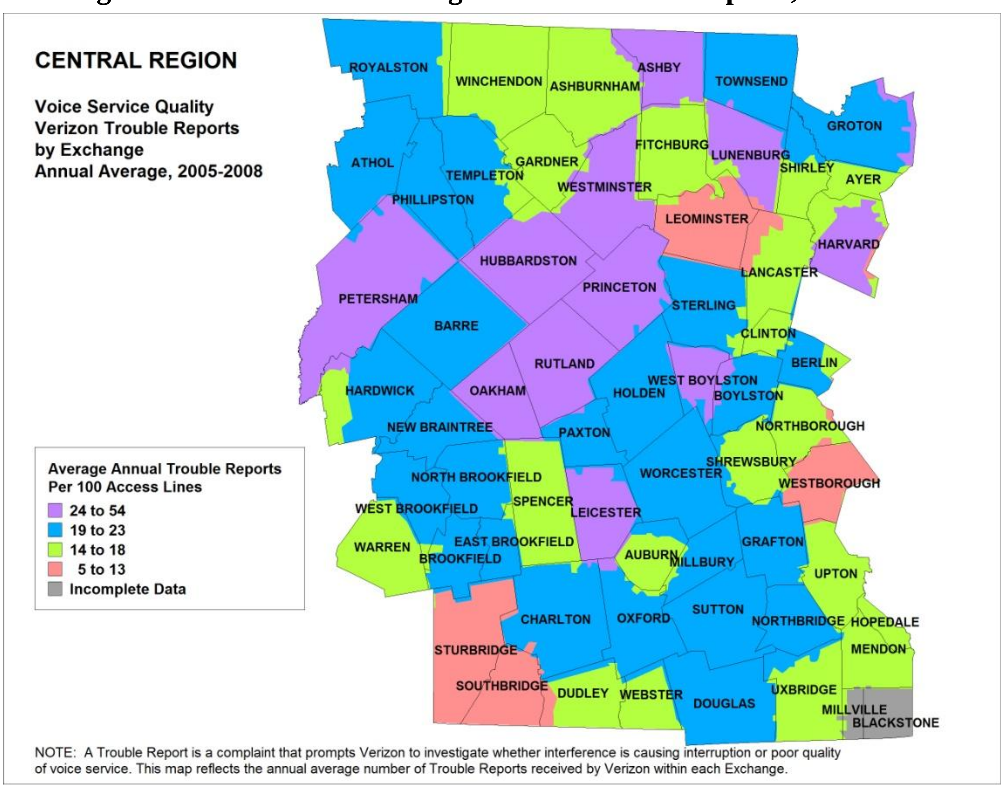
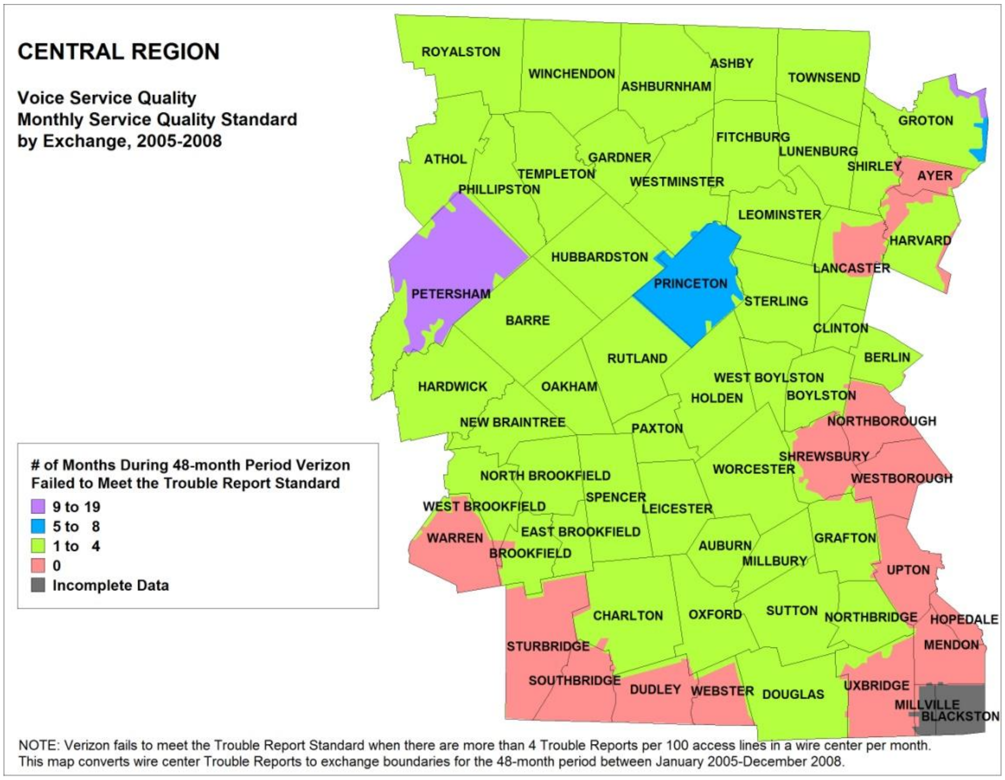


Figure CE-5: Verizon's Monthly Service Quality Standard, 2005-2008



II. Business Voice

Figure CE-6: Business Voice Provision by Number of CLEC Providers, December 2007

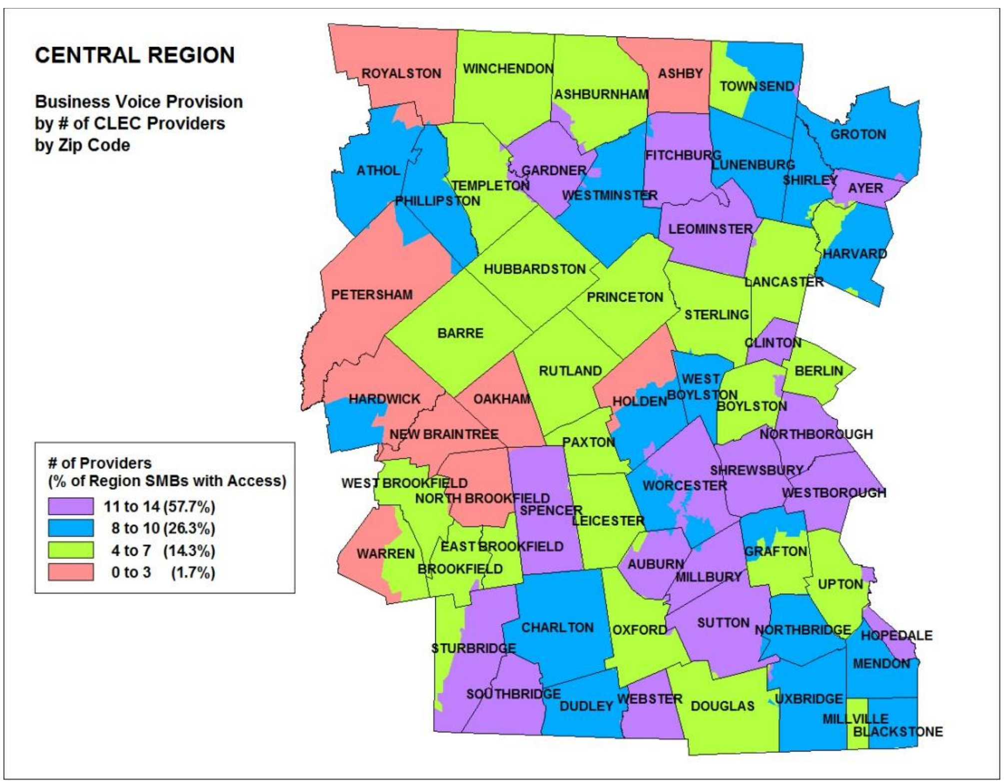


Figure CE-7: Business Voice Provision by Number of Resale Providers, December 2007

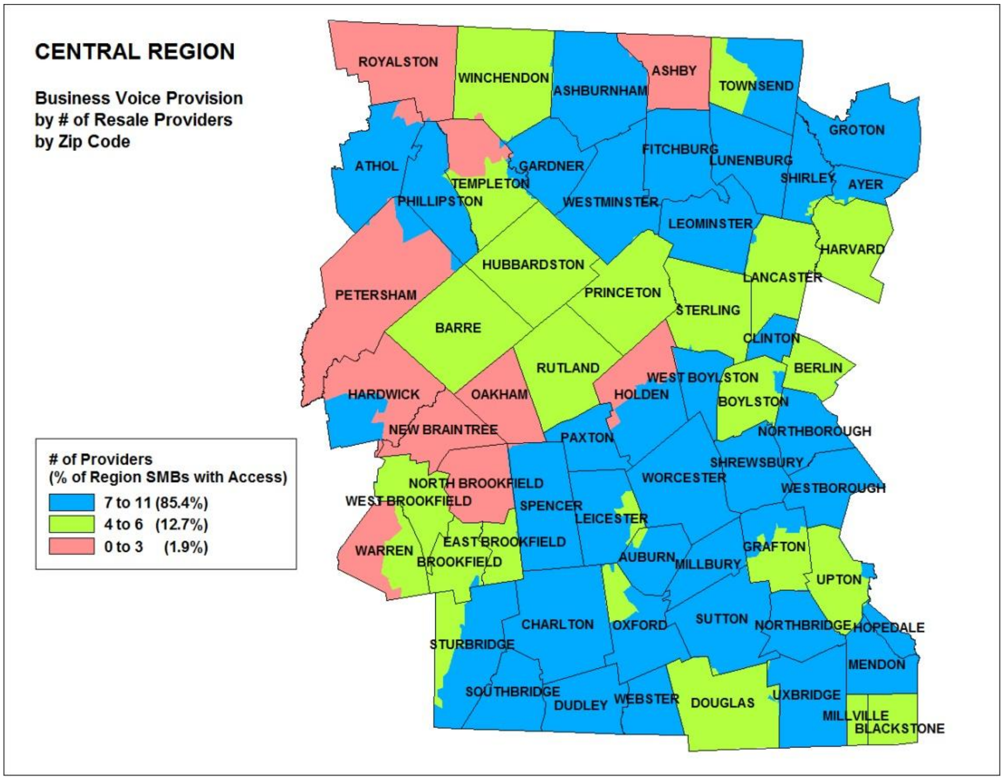


Figure CE-8: Business Voice Provision by Number of Leased Facilities Providers, December 2007

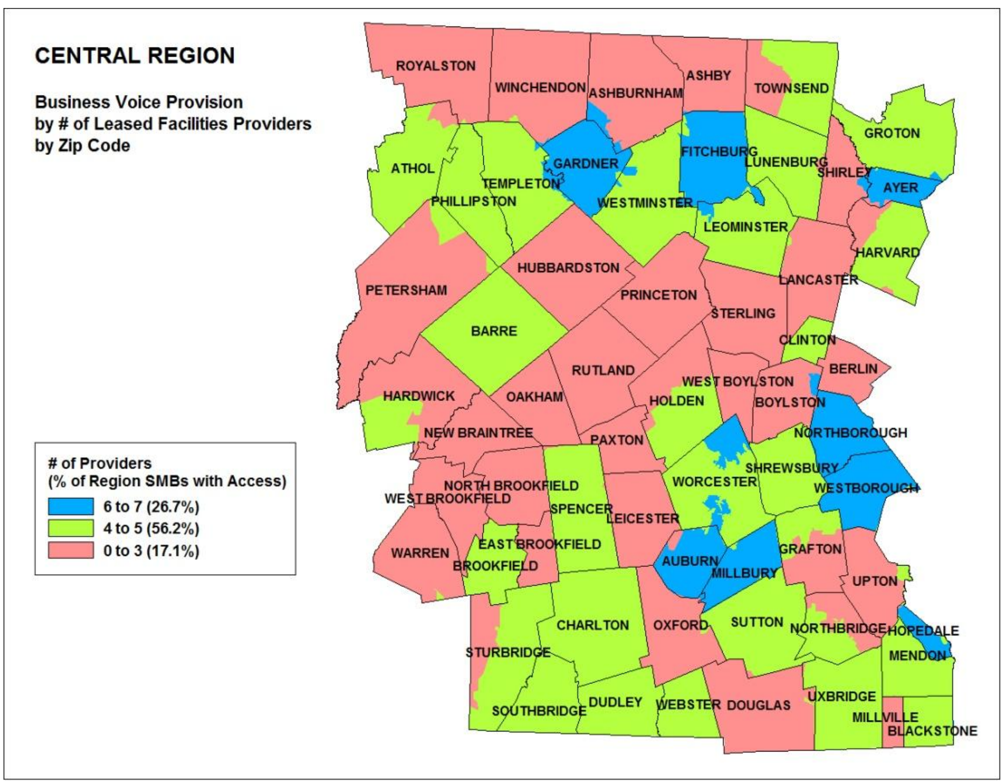
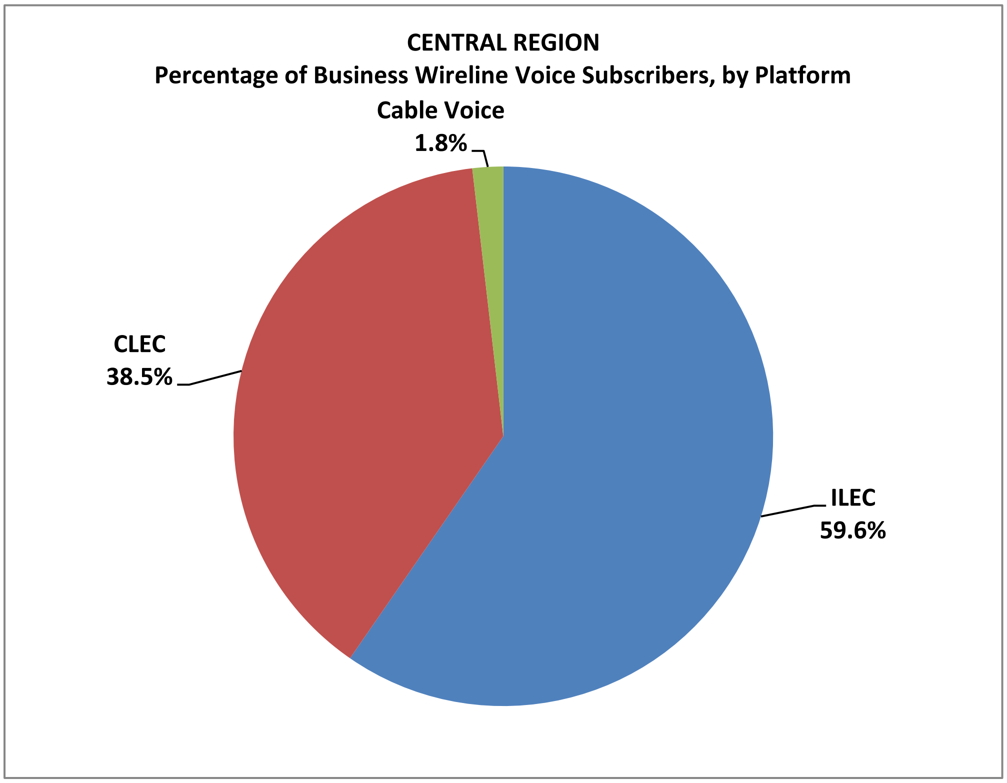


Figure CE-9: Market Shares for Business Voice Services by Platform, December 2008



III. Wireless Voice

Figure CE-10: Availability of Wireless Voice by Number of Providers, December 2008

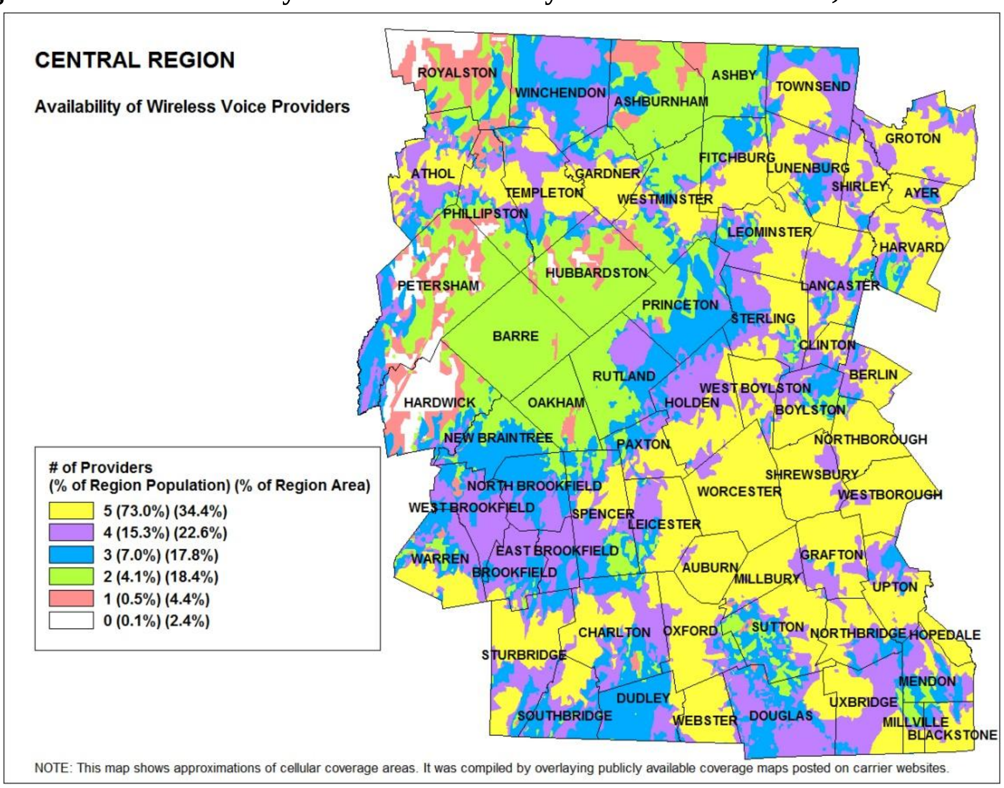
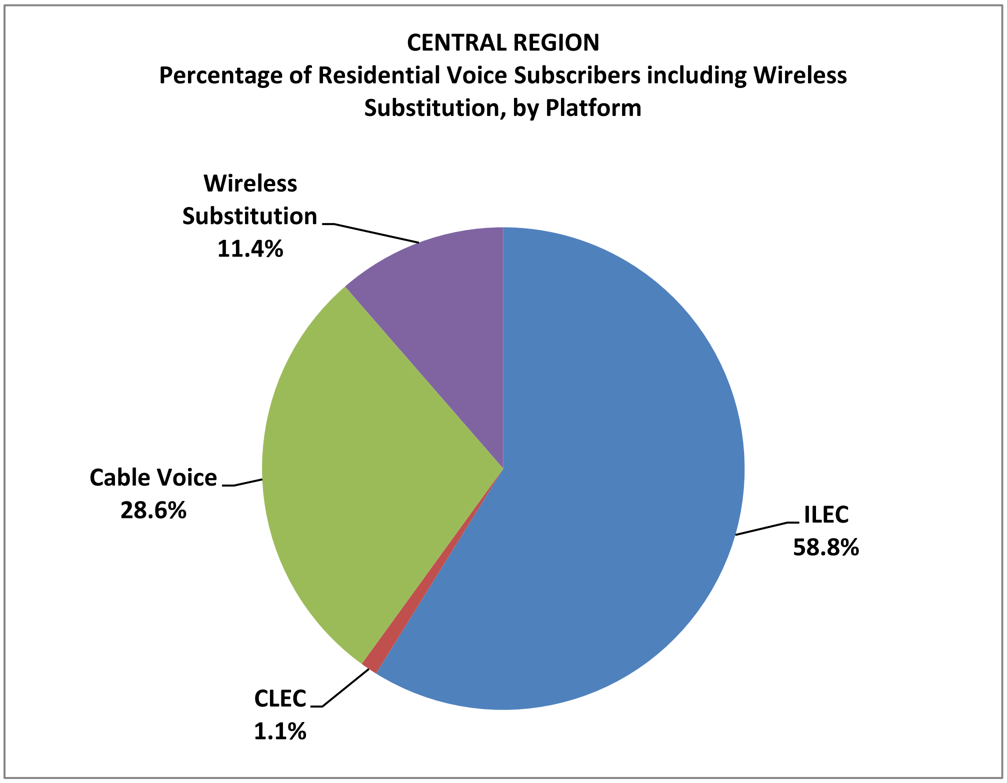


Figure CE-11: Market Shares for Residential Voice Services Including Wireless Substitution, December 2008



IV. Cable Video

Figure CE-12: Incumbent Cable Video Service Providers, 2008

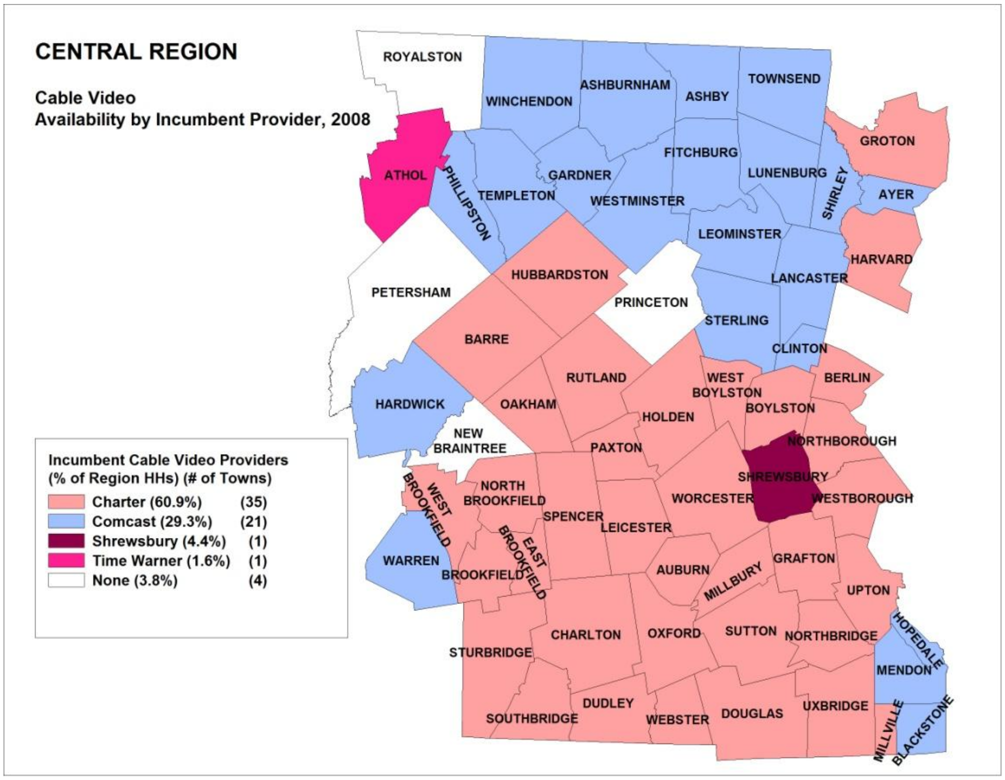


Figure CE-13: Percentage of Households Passed by the Incumbent Cable Provider, 2008

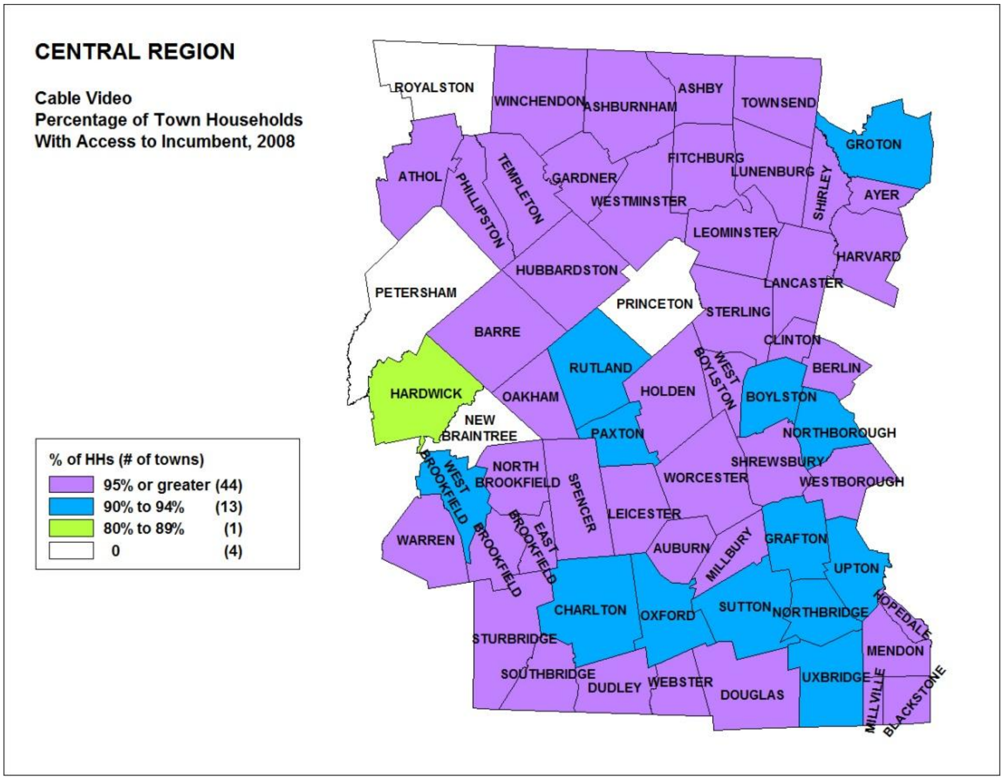


Figure CE-14: Active Cable Video Service Providers, December 2007

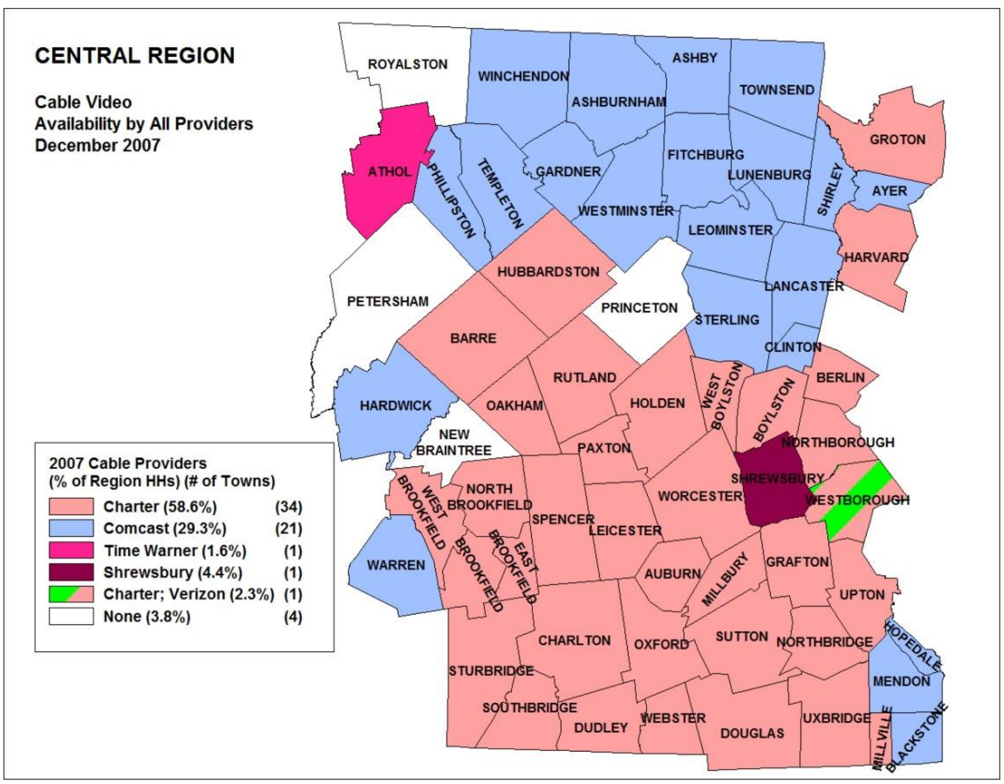


Figure CE-15: Active Cable Video Service Providers, December 2008

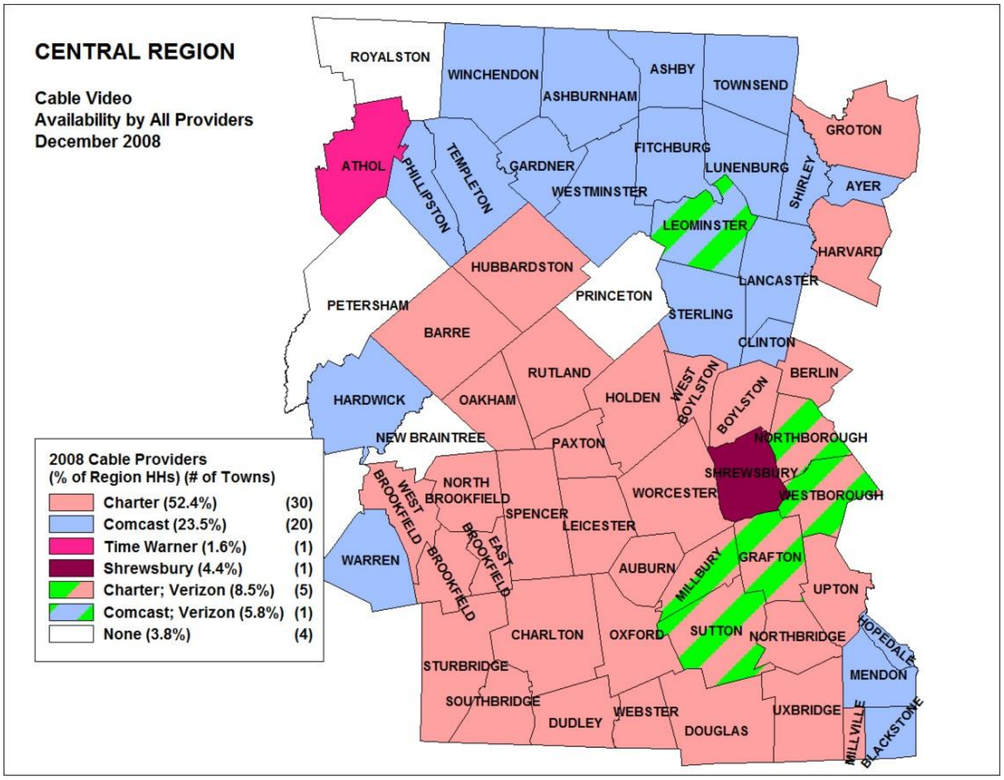


Figure CE-16: Active Cable Video Service Providers, June 2009

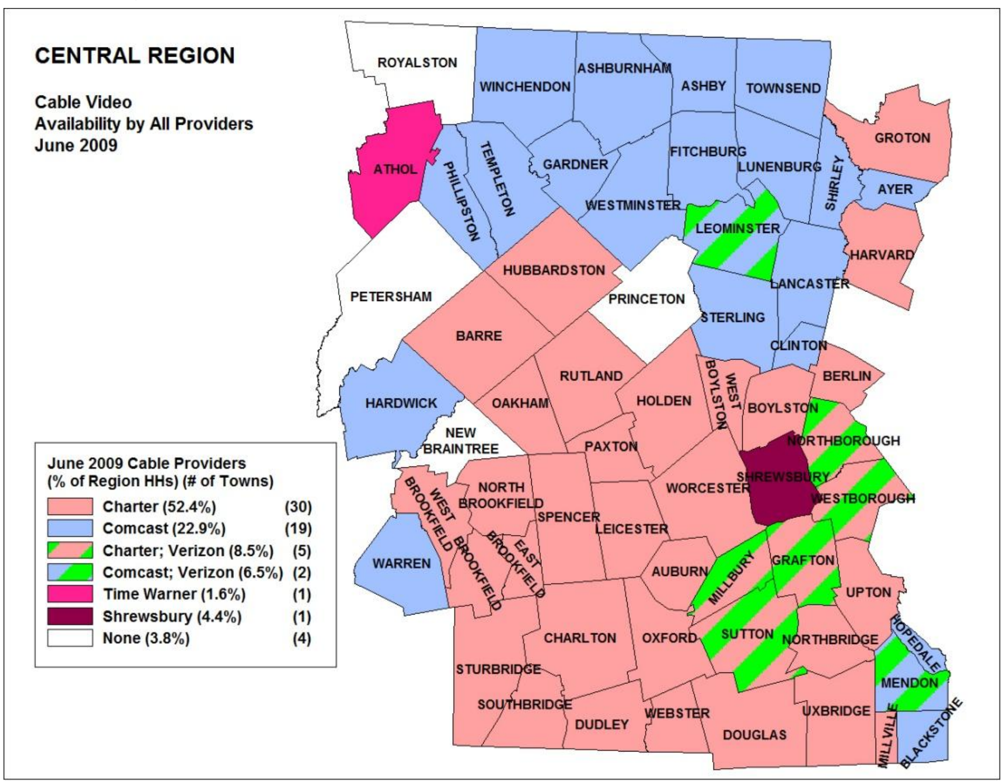
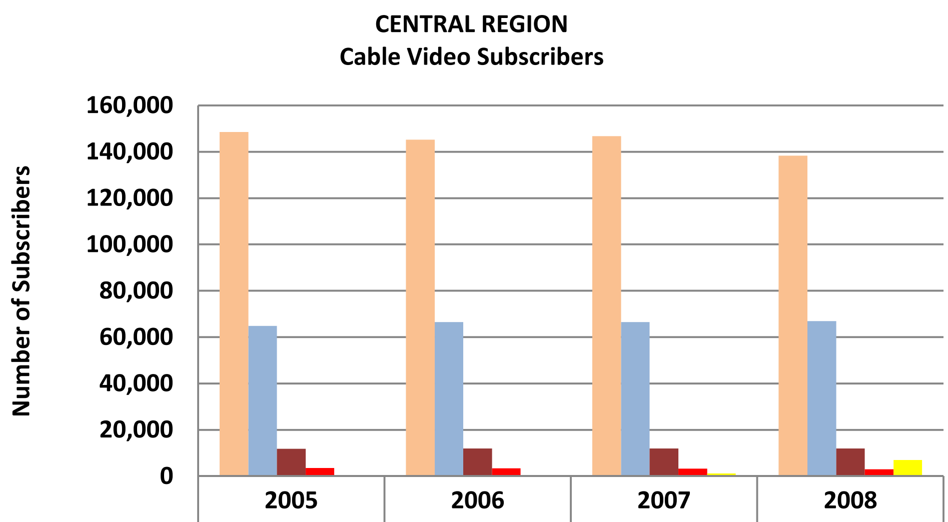
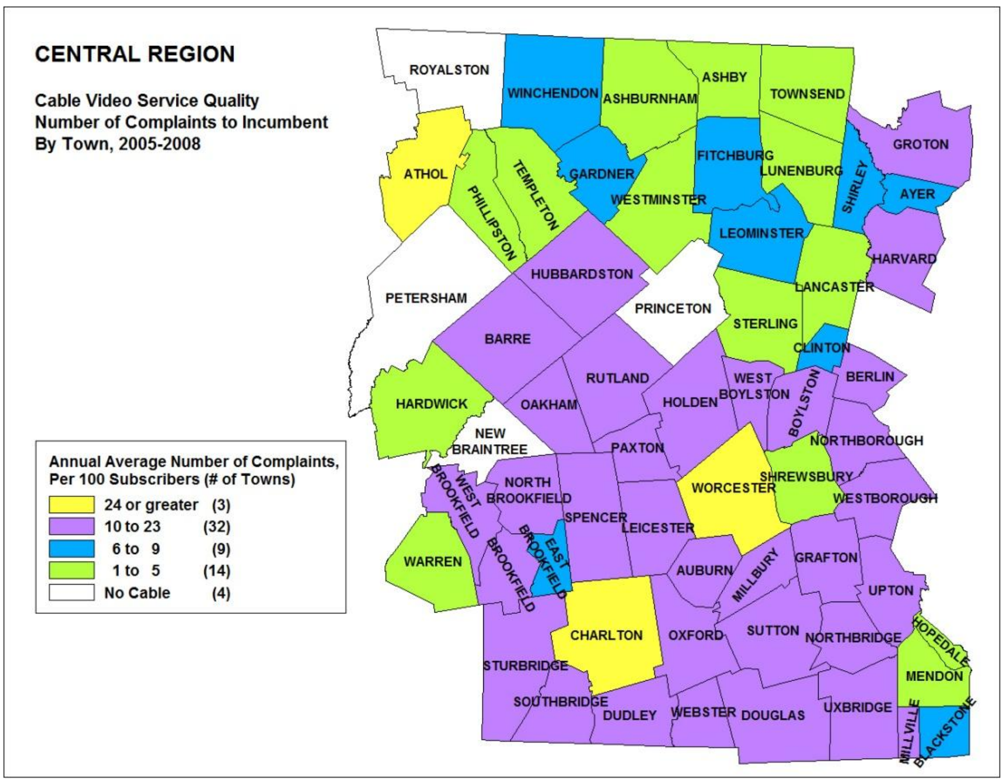


Figure CE-17: Cable Video Subscribers, by Provider, 2005-2008



	2005	2006	2007	2008
Charter	148,465	145,262	146,735	138,287
Comcast	64,906	66,467	66,558	66,858
Shrewsbury	11,803	11,926	11,993	11,920
Time Warner	3,558	3,373	3,249	3,034
Verizon	-	-	1,184	6,960

Figure CE-18: Incumbent Cable Video Provider Complaints, 2005-2008



Northeast

I. Residential Voice

Figure NE-1: Availability of ILEC Voice Providers, by Town, December 2008

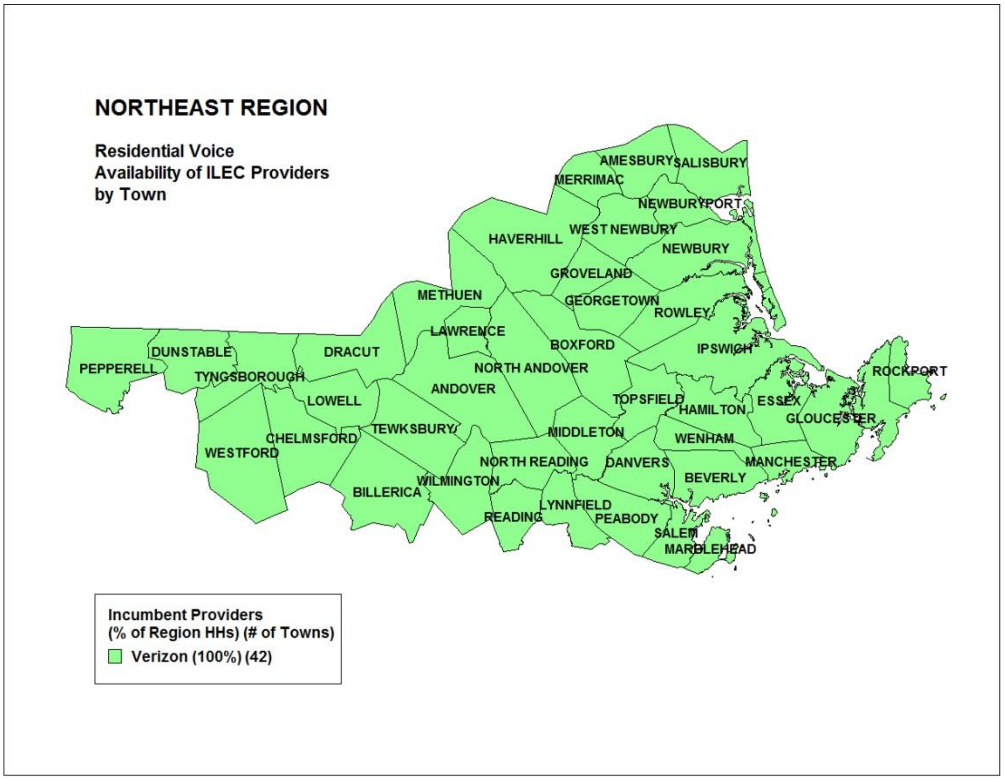


Figure NE-2: Availability of Cable Voice Providers, by Town, December 2008

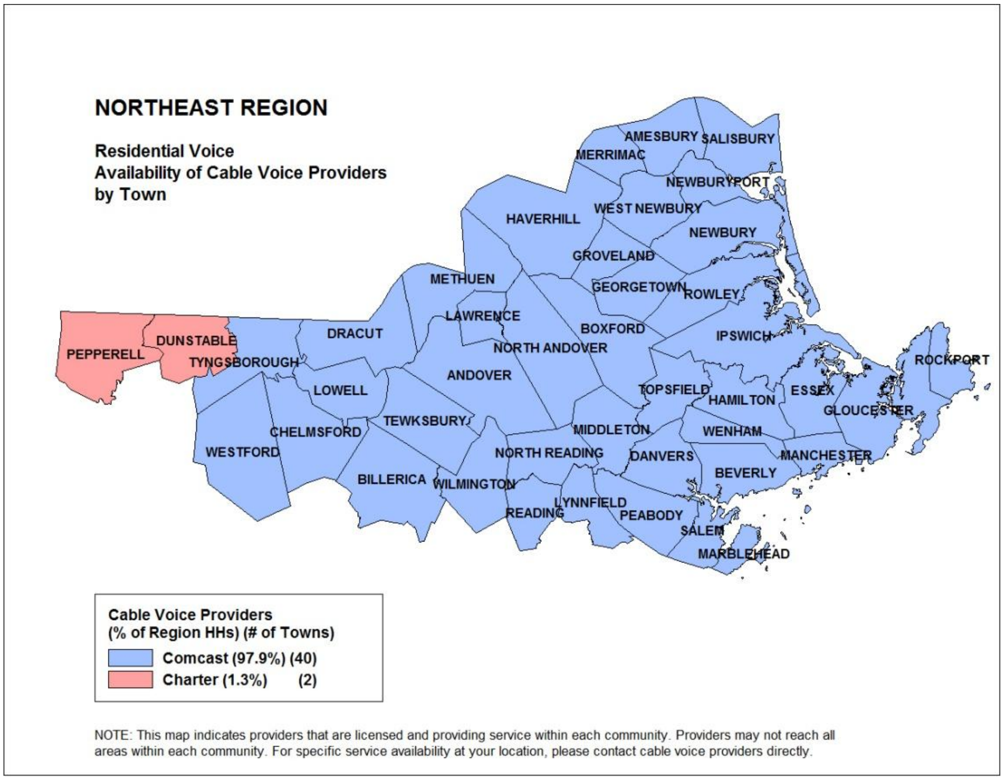


Figure NE-3: Market Shares for Residential Wireline Voice, by Platform, December 2008

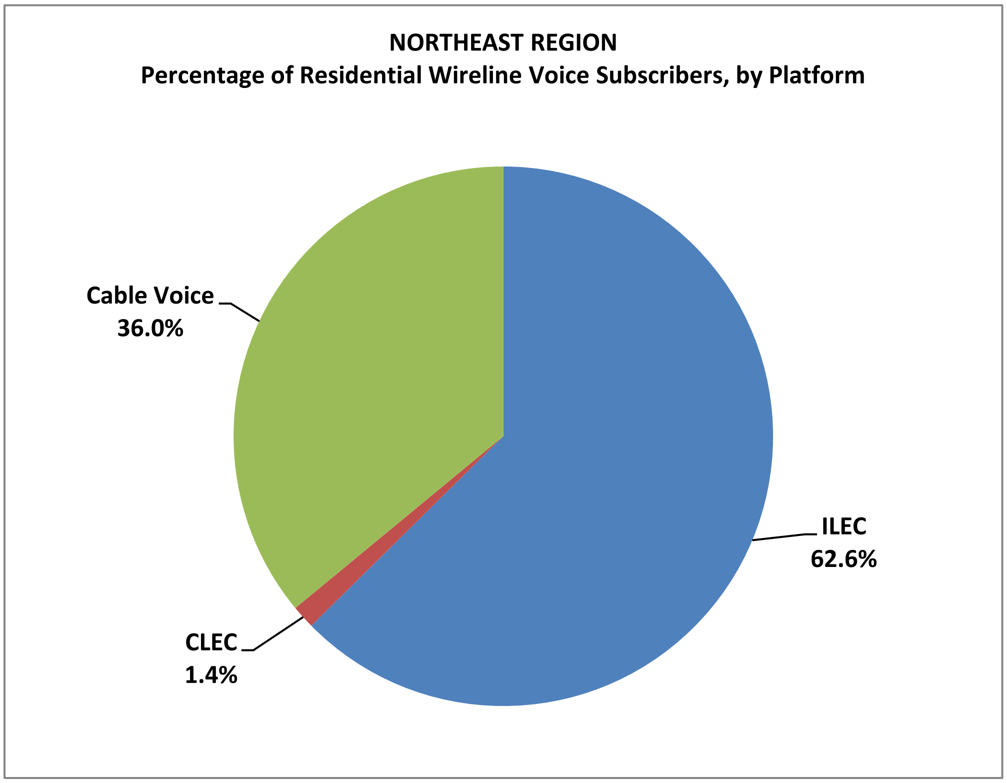


Figure NE-4: Verizon's Average Annual Trouble Reports, 2005-2008

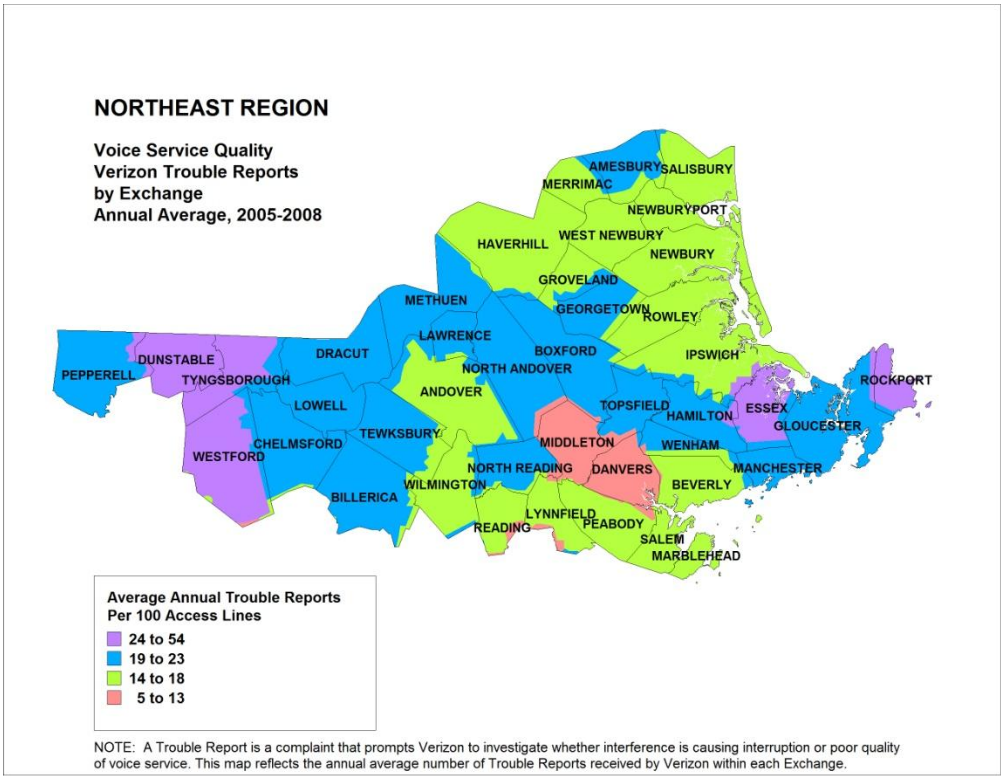
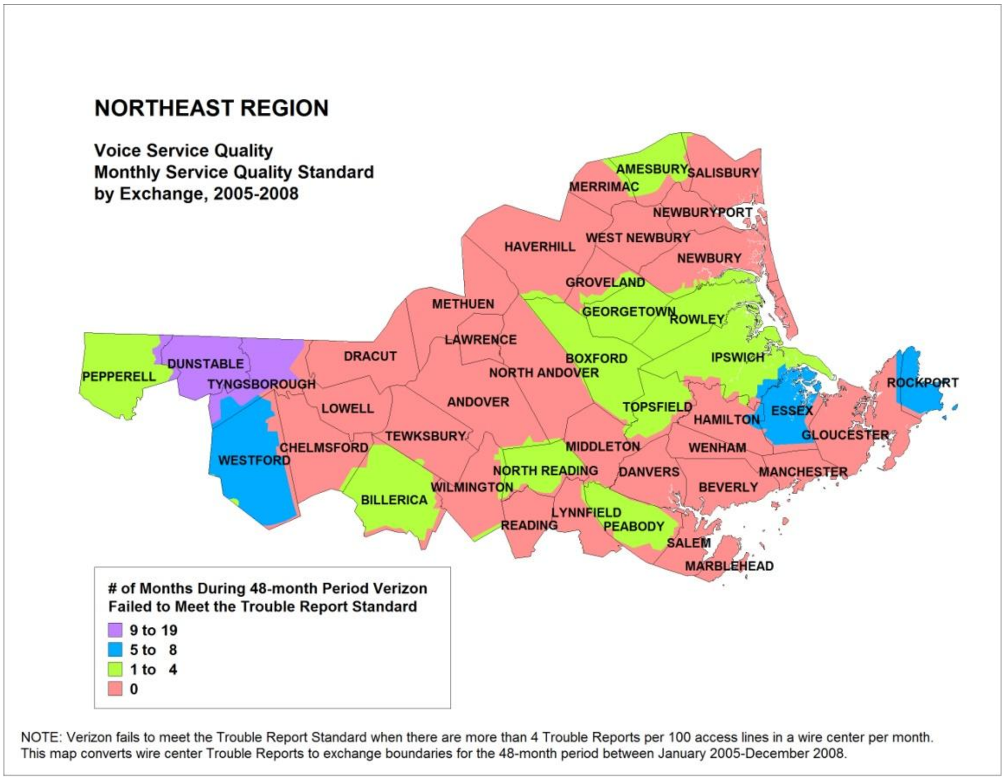


Figure NE-5: Verizon's Monthly Service Quality Standard, 2005-2008



II. Business Voice

Figure NE-6: Business Voice Provision by Number of CLEC Providers, December 2007

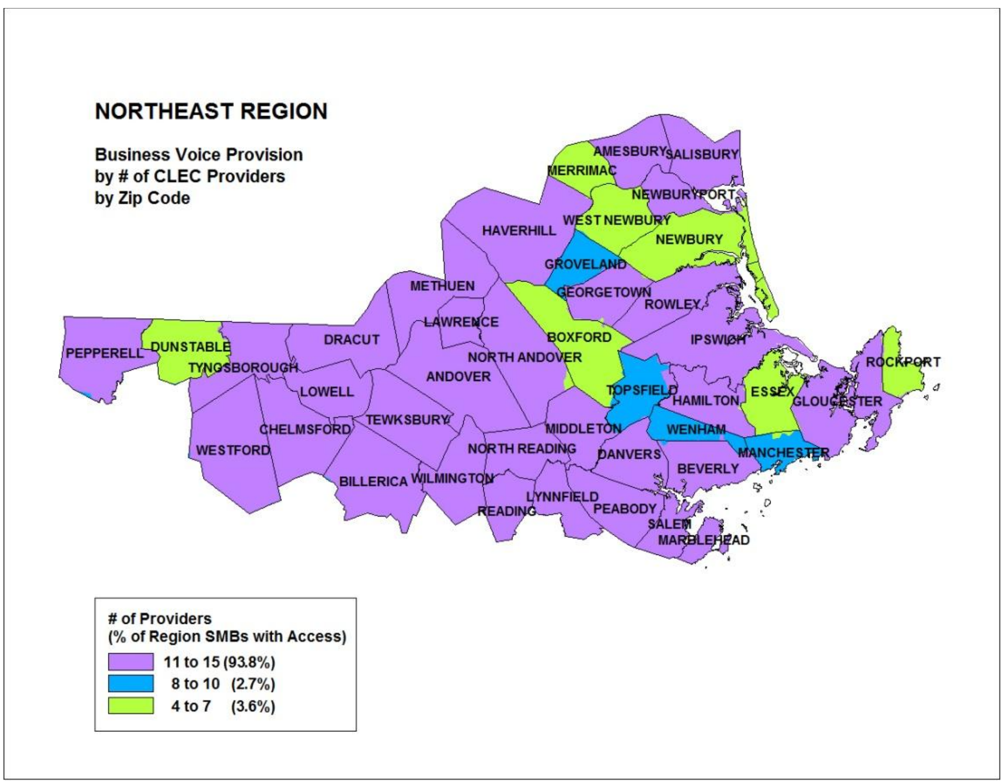


Figure NE-7: Business Voice Provision by Number of Resale Providers, December 2007

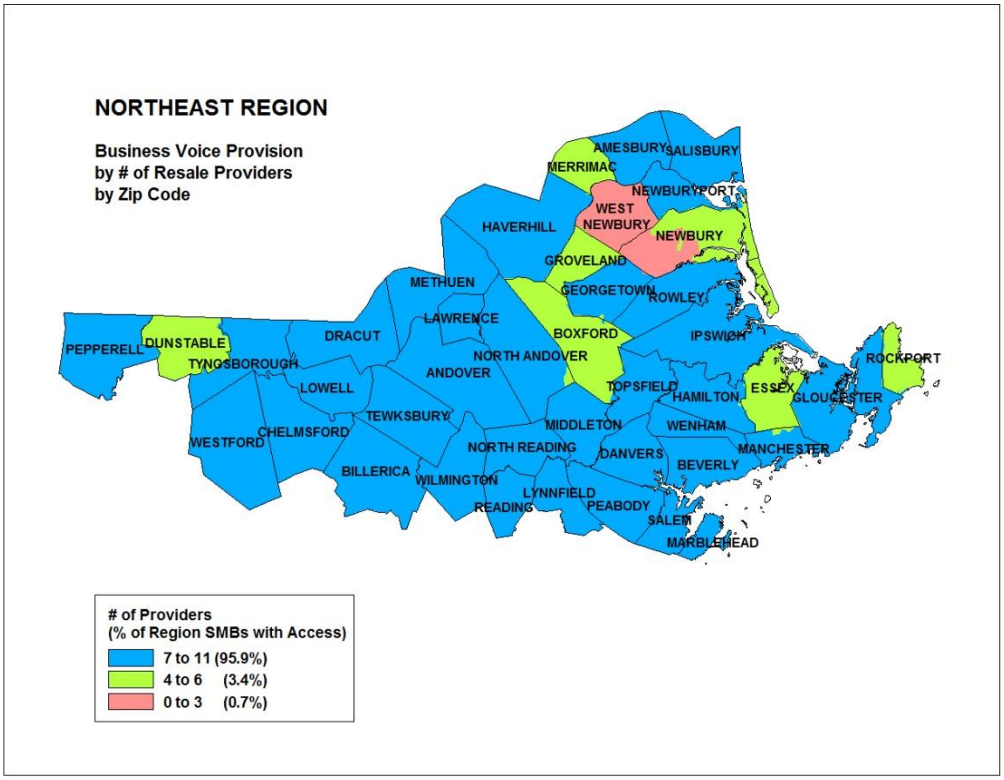


Figure NE-8: Business Voice Provision by Number of Leased Facilities Providers, December 2007

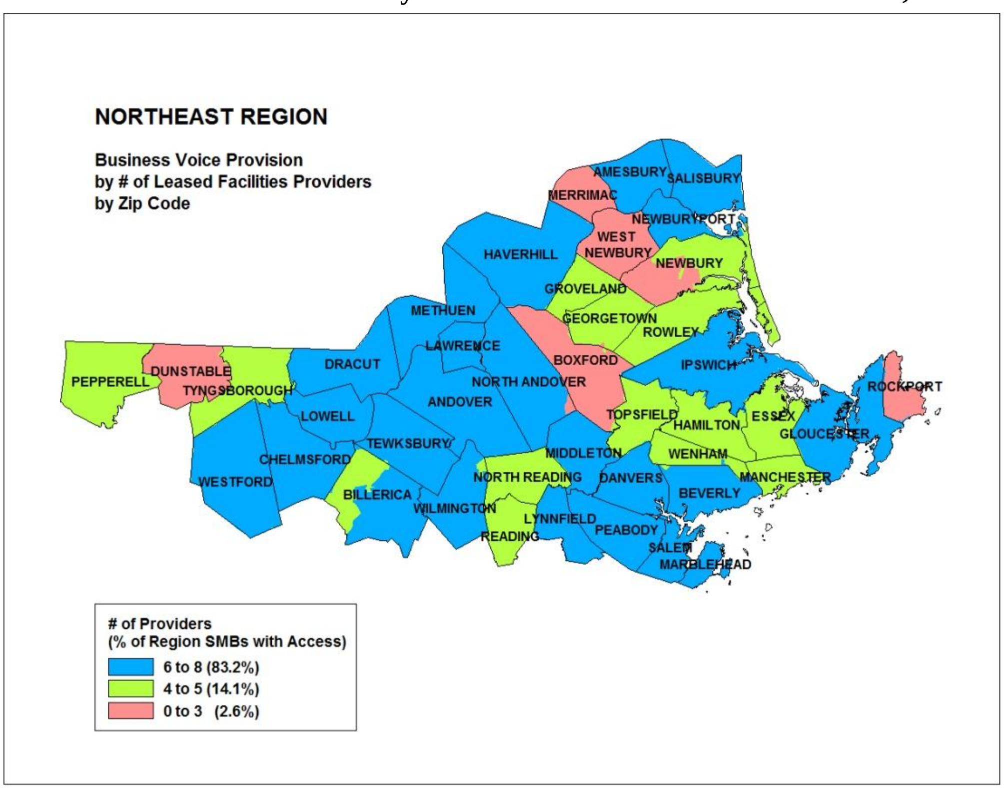
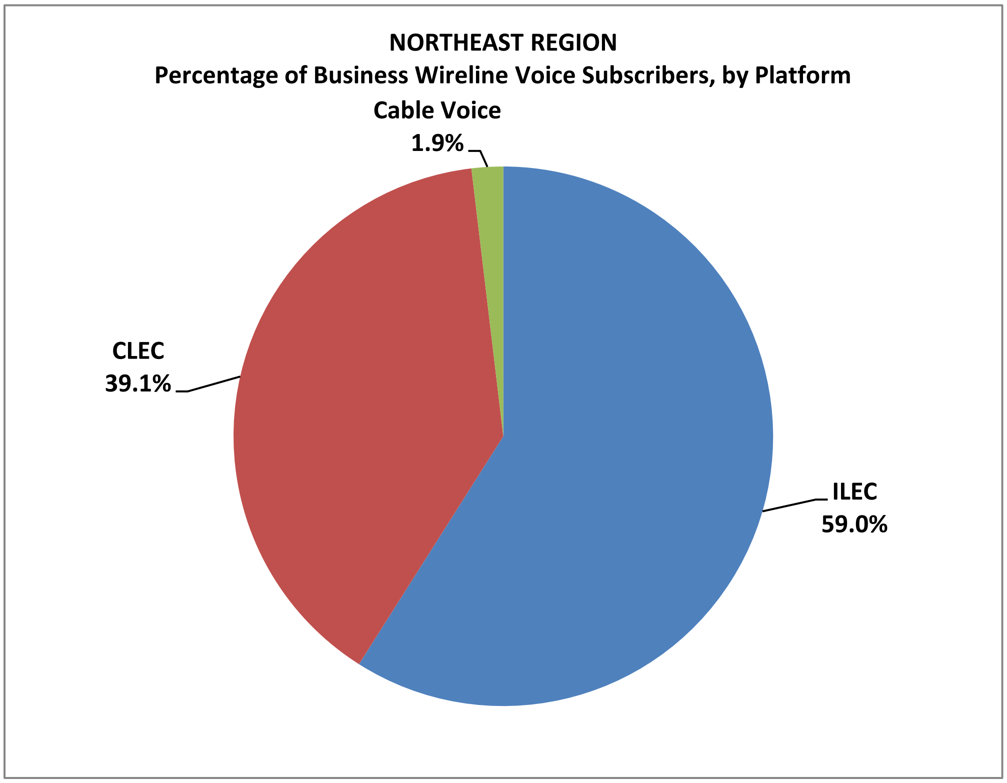


Figure NE-9: Market Shares for Business Voice Services by Platform, December 2008



III. Wireless Voice

Figure NE-10: Availability of Wireless Voice by Number of Providers, December 2008

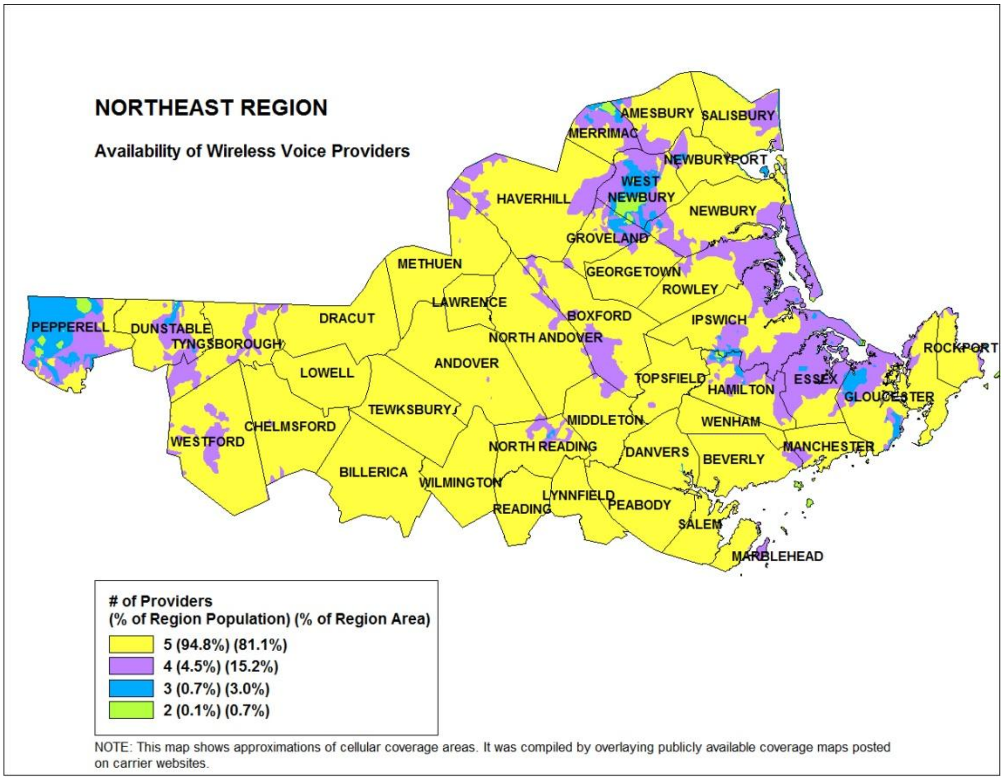
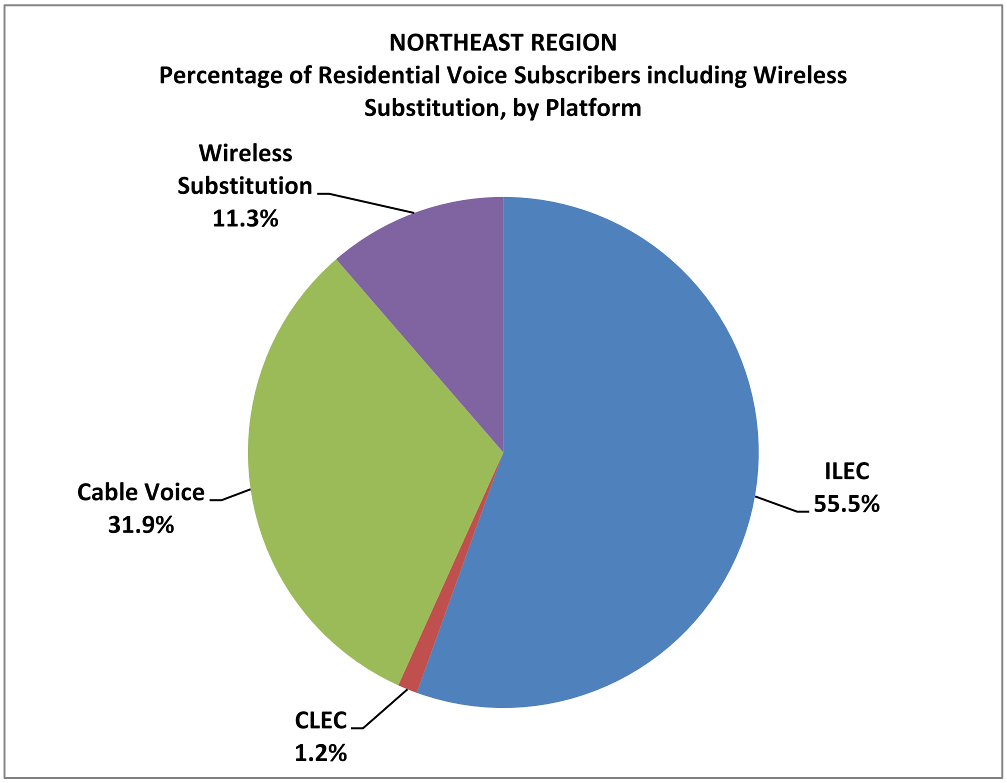


Figure NE-11: Market Shares for Residential Voice Services Including Wireless Substitution, December 2008



IV. Cable Video

Figure NE-12: Incumbent Cable Video Service Providers, 2008

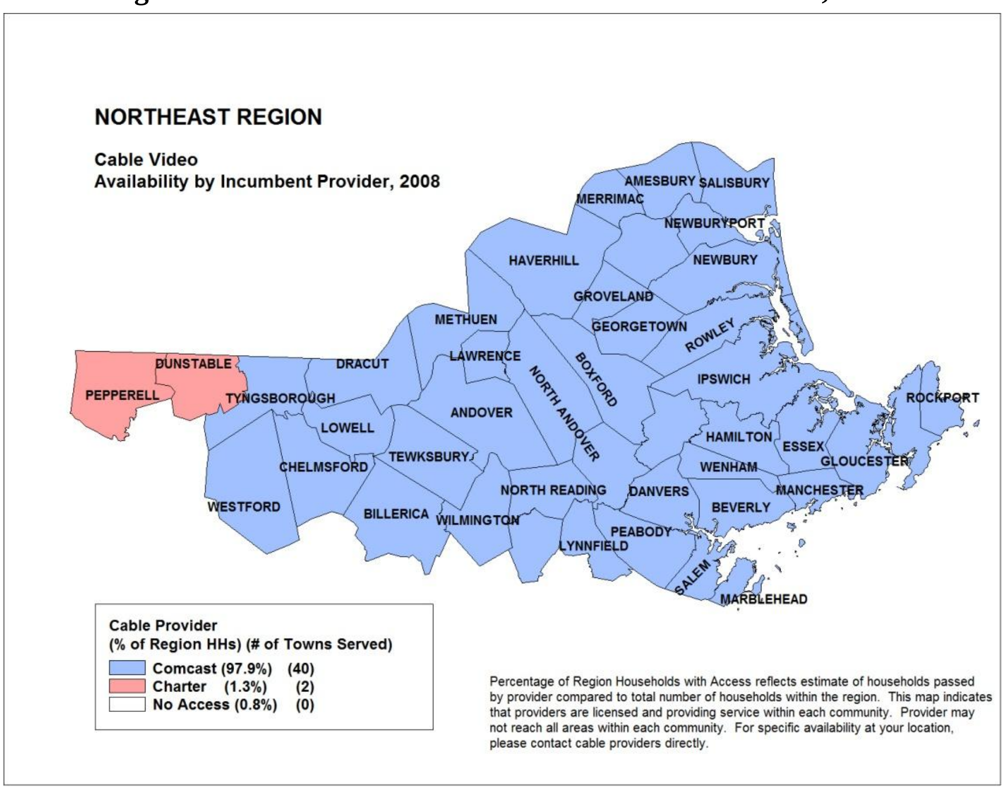


Figure NE-13: Percentage of Households Passed by the Incumbent Cable Provider, 2008

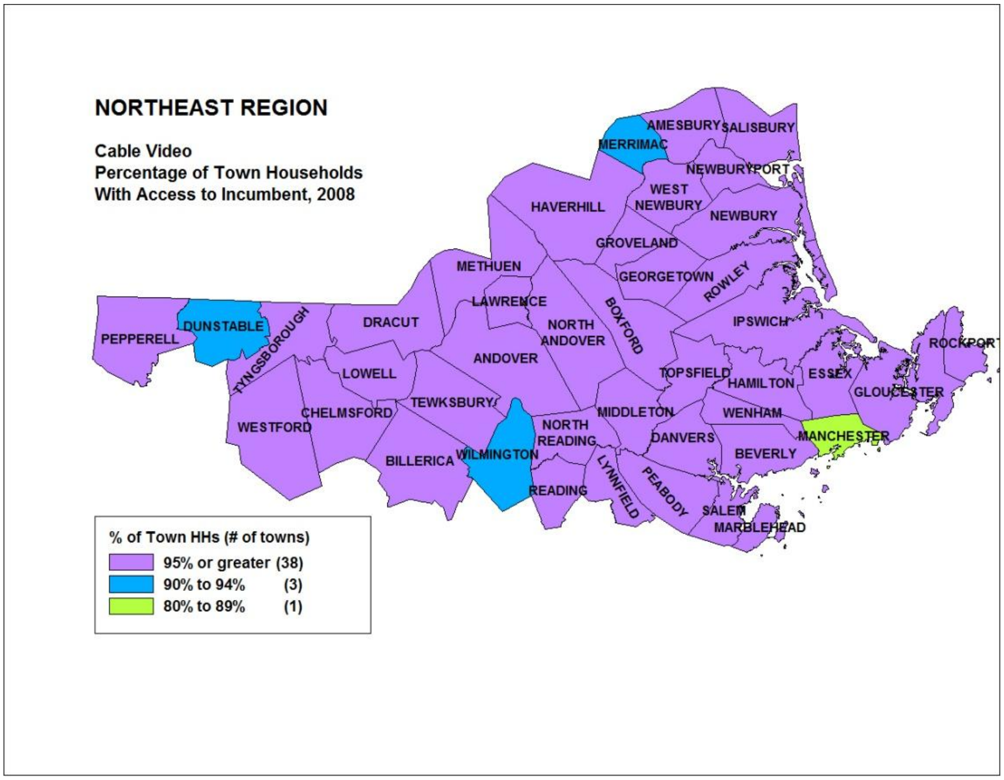


Figure NE-14: Active Cable Video Service Providers, December 2007

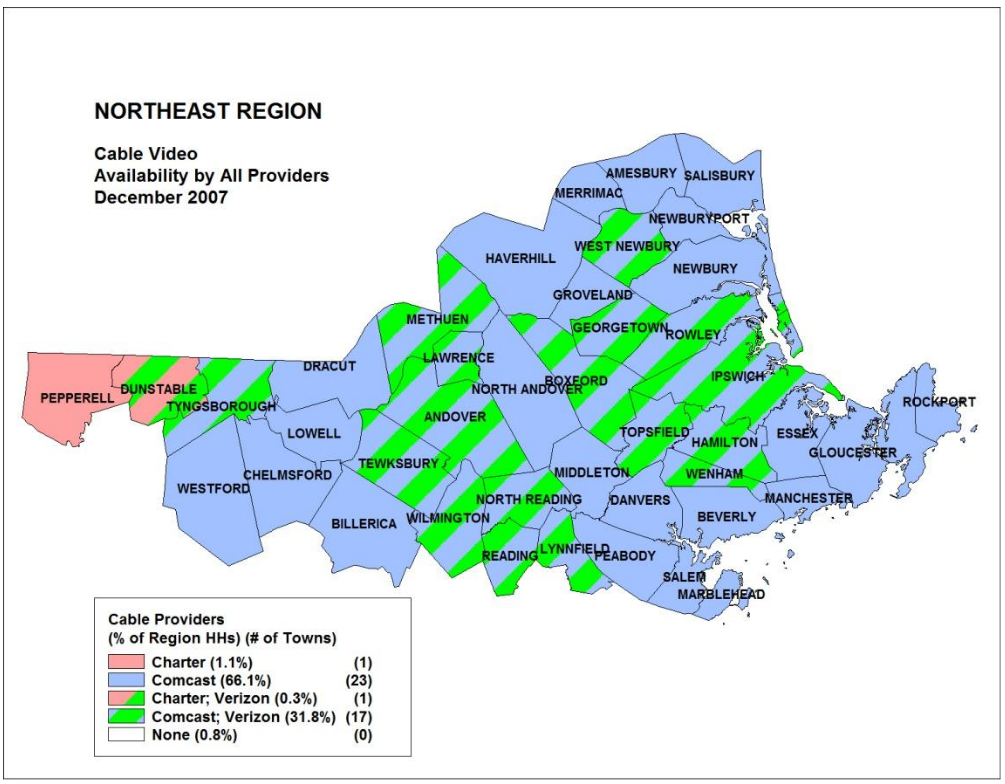


Figure NE-15: Active Cable Video Service Providers, December 2008

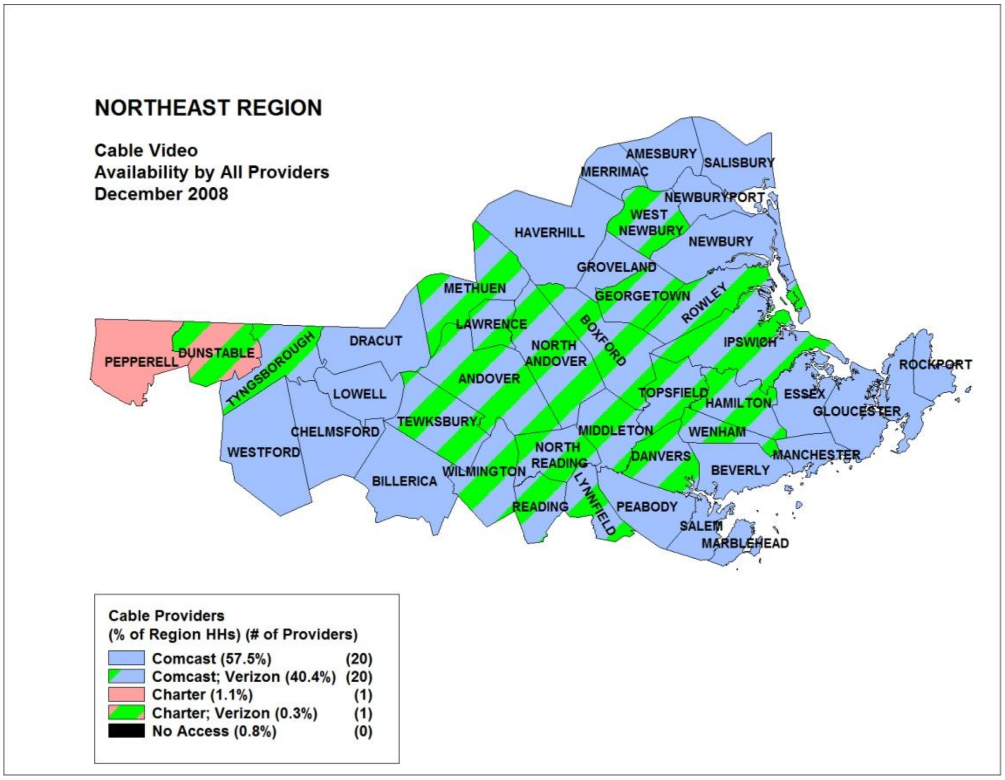


Figure NE-16: Active Cable Video Service Providers, June 2009

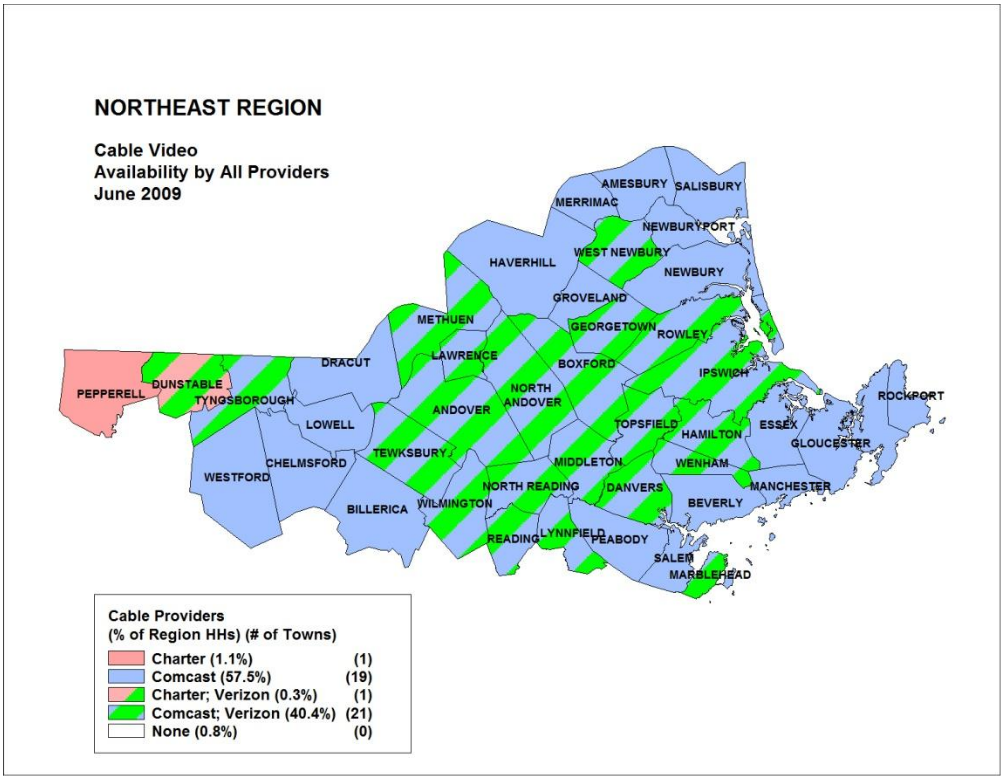
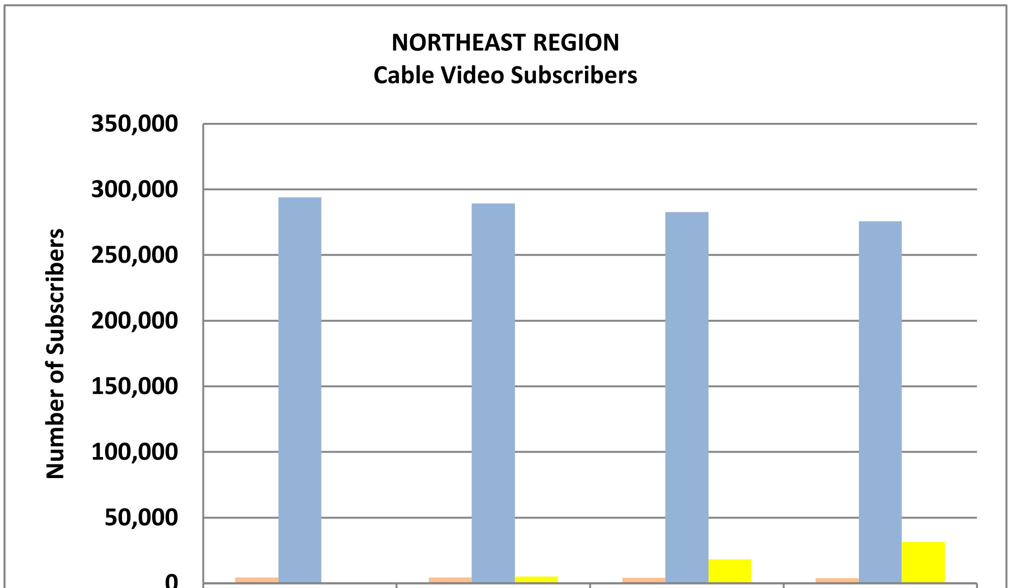
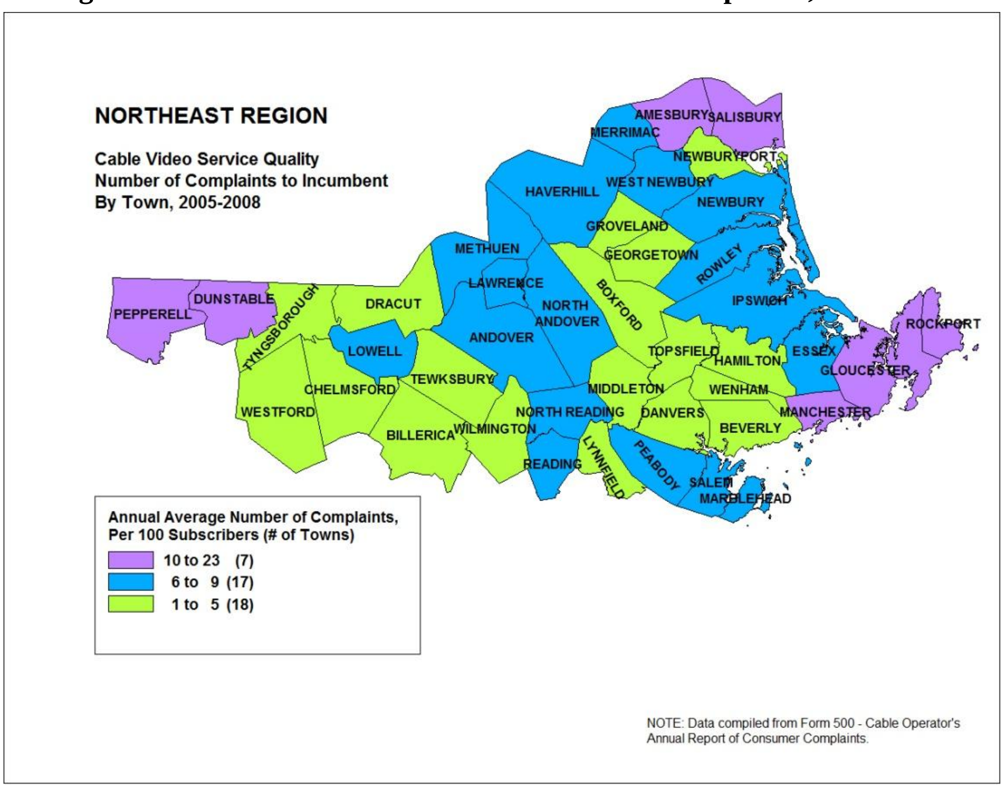


Figure NE-17: Cable Video Subscribers, by Provider, 2005-2008



	2005	2006	2007	2008
Charter	4,263	4,285	4,027	3,782
Comcast	293,990	289,301	282,673	275,792
Verizon	-	5,130	18,271	31,477

Figure NE-18: Incumbent Cable Video Provider Complaints, 2005-2008



Pioneer Valley

I. Residential Voice

Figure PV-1: Availability of ILEC Voice Providers, by Town, December 2008

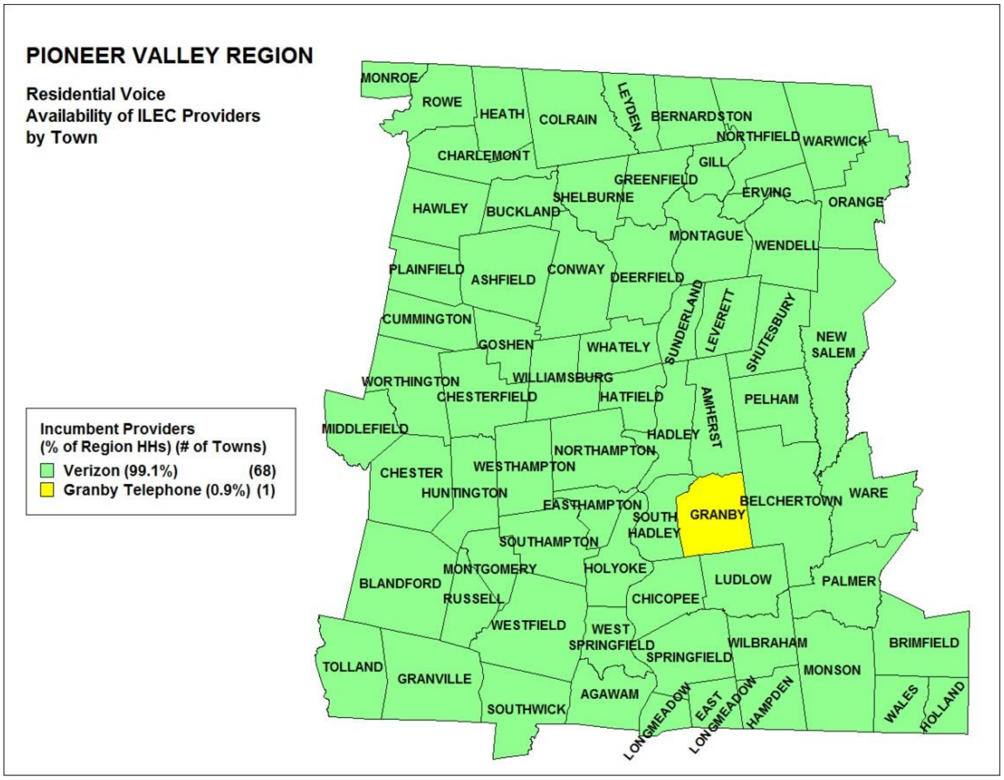


Figure PV-2: Availability of Cable Voice Providers, by Town, December 2008

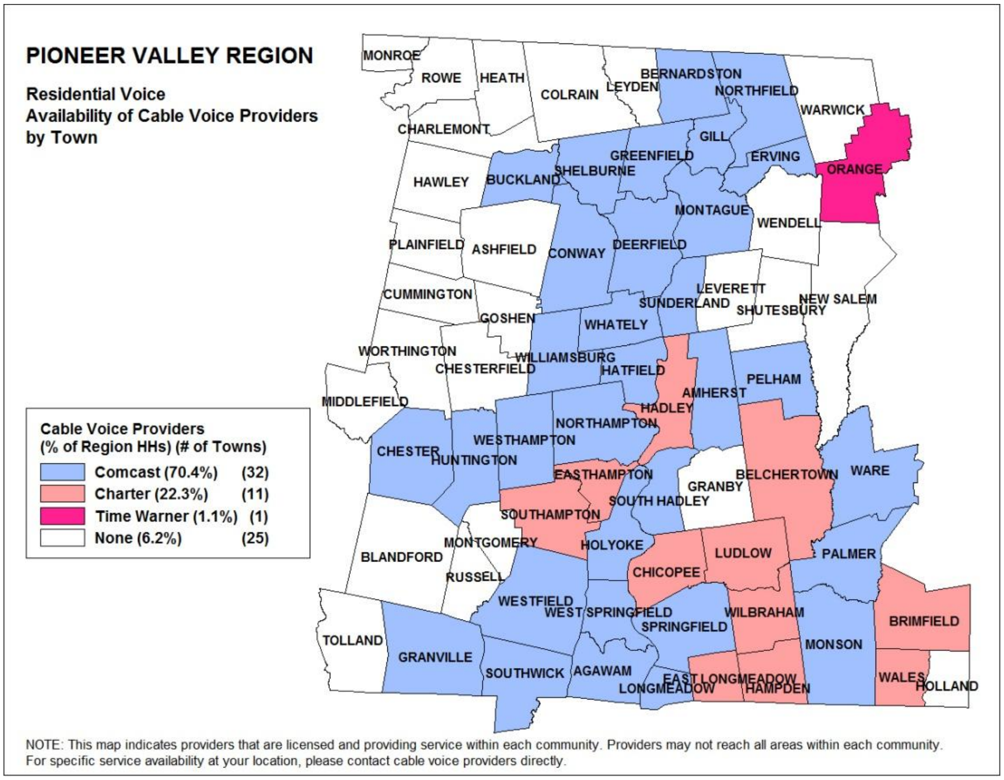


Figure PV-3: Market Shares for Residential Wireline Voice, by Platform, December 2008

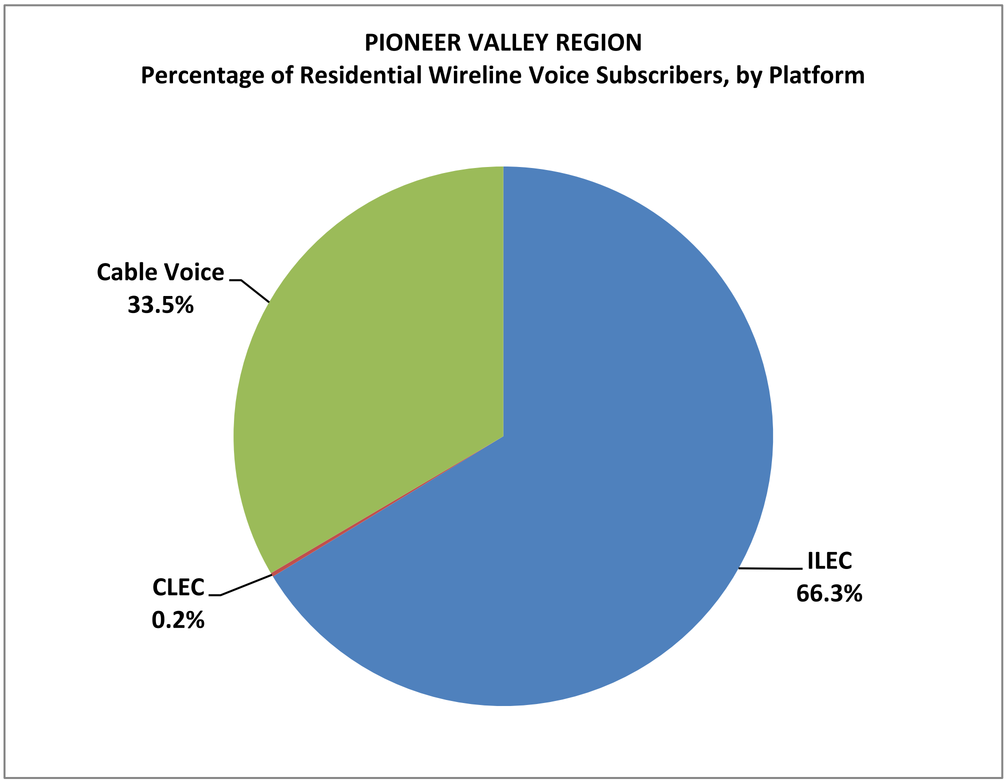


Figure PV-4: Verizon's Average Annual Trouble Reports, 2005-2008

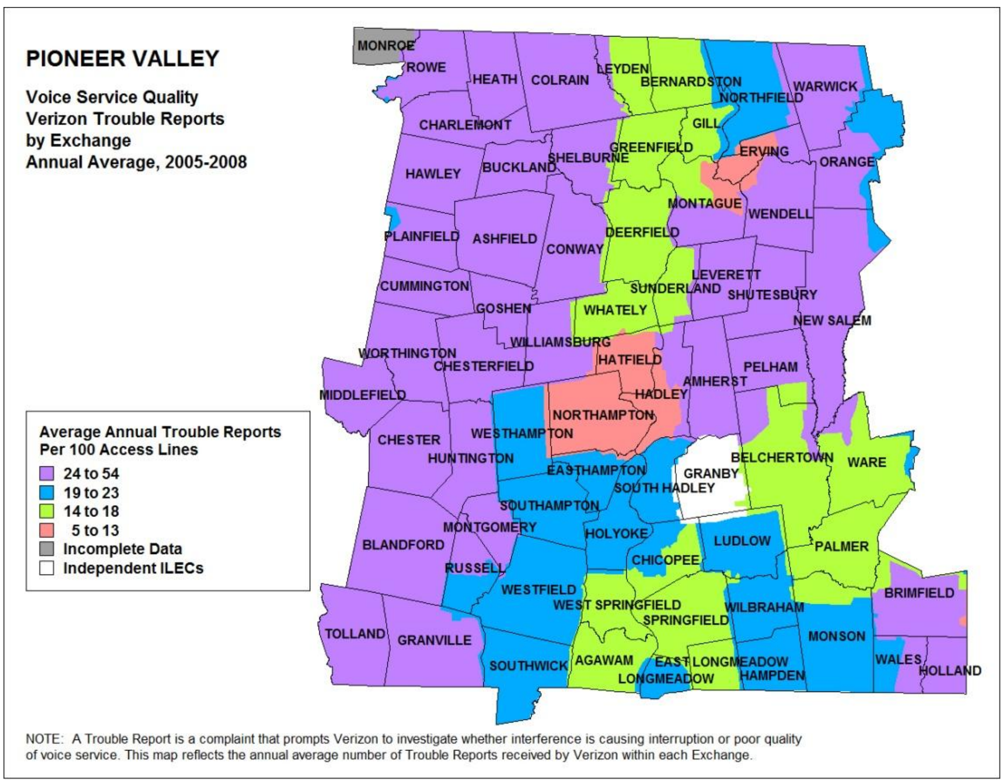
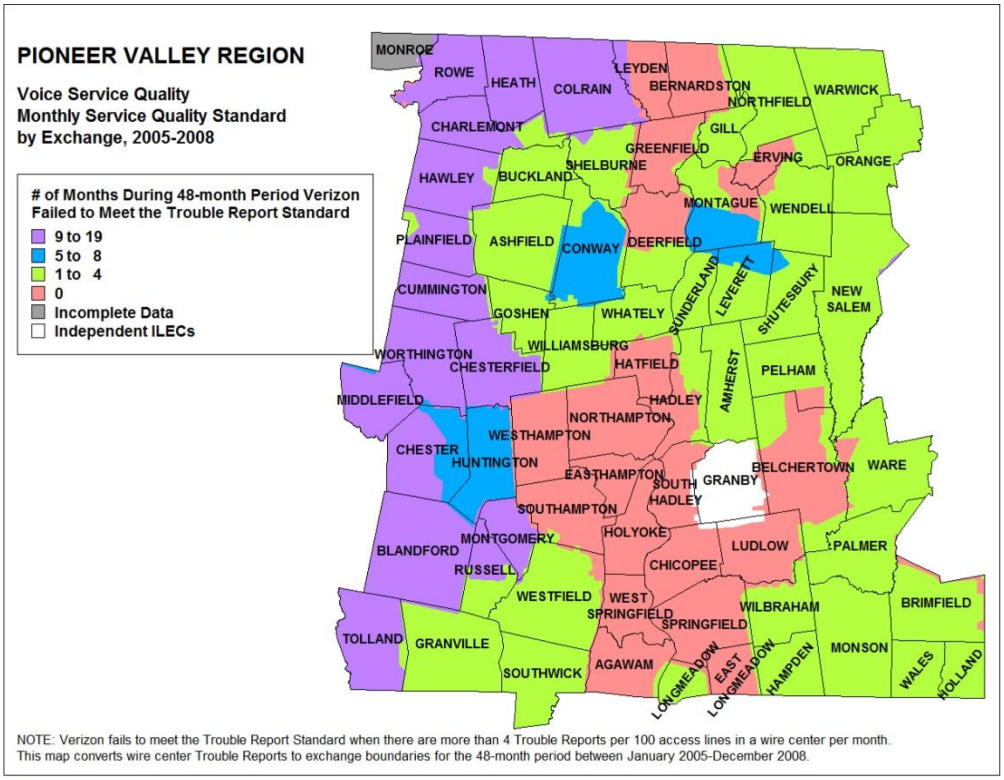


Figure PV-5: Verizon's Monthly Service Quality Standard, 2005-2008



II. Business Voice

Figure PV-6: Business Voice Provision by Number of CLEC Providers, December 2007

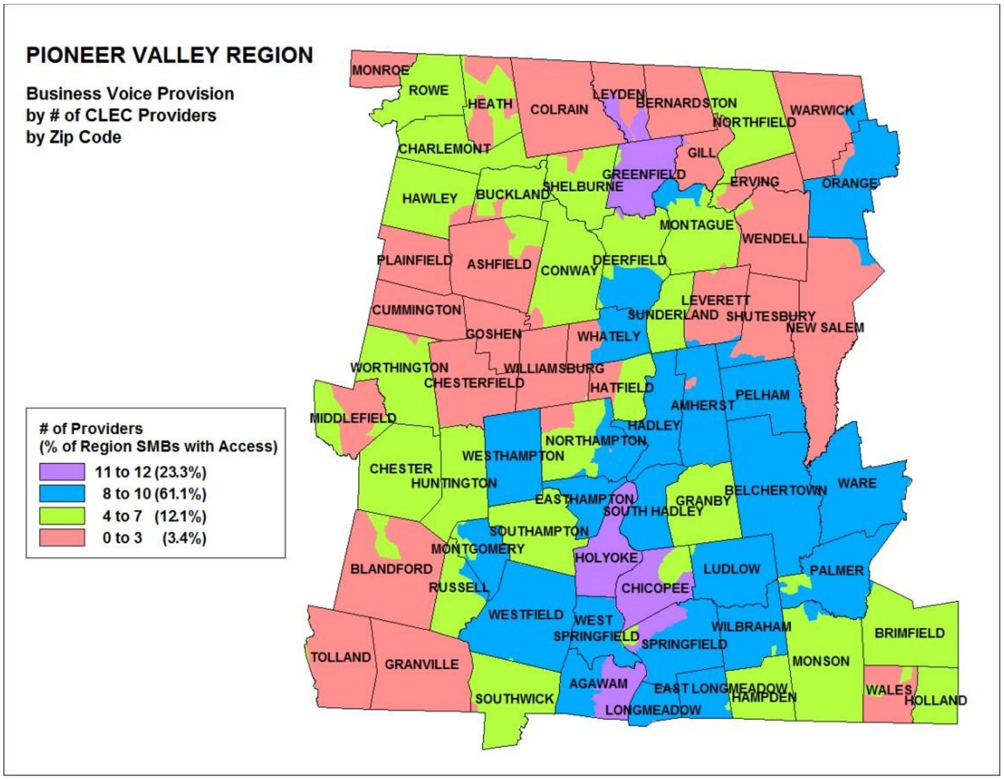


Figure PV-7: Business Voice Provision by Number of Resale Providers, December 2007

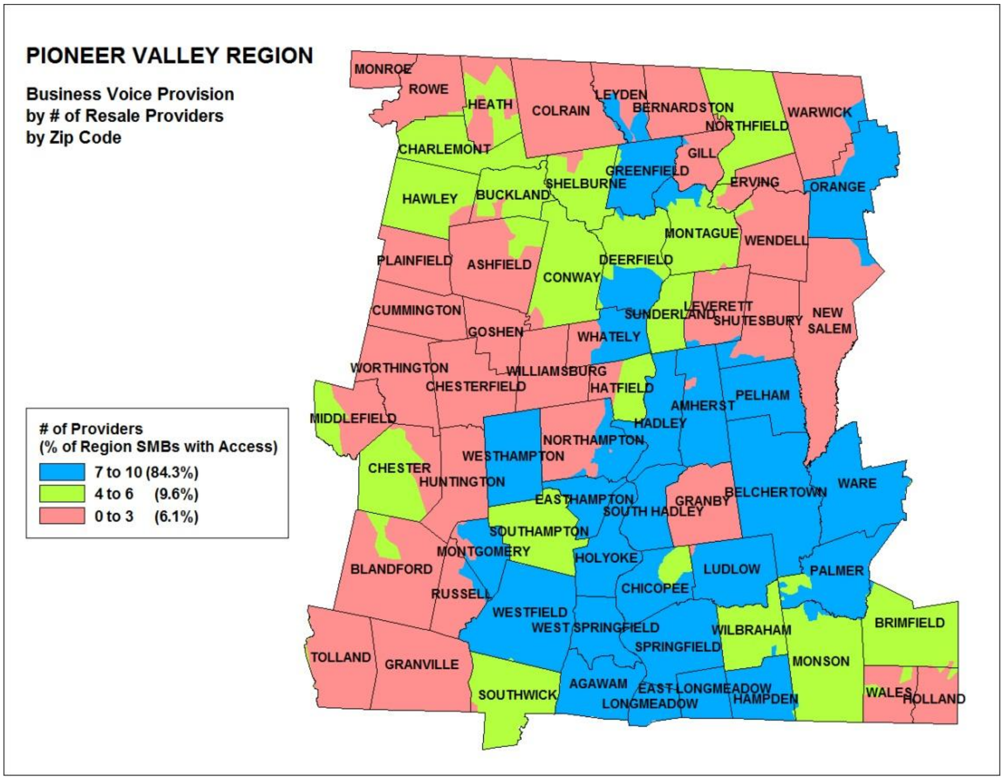


Figure PV-8: Business Voice Provision by Number of Leased Facilities Providers, December 2007

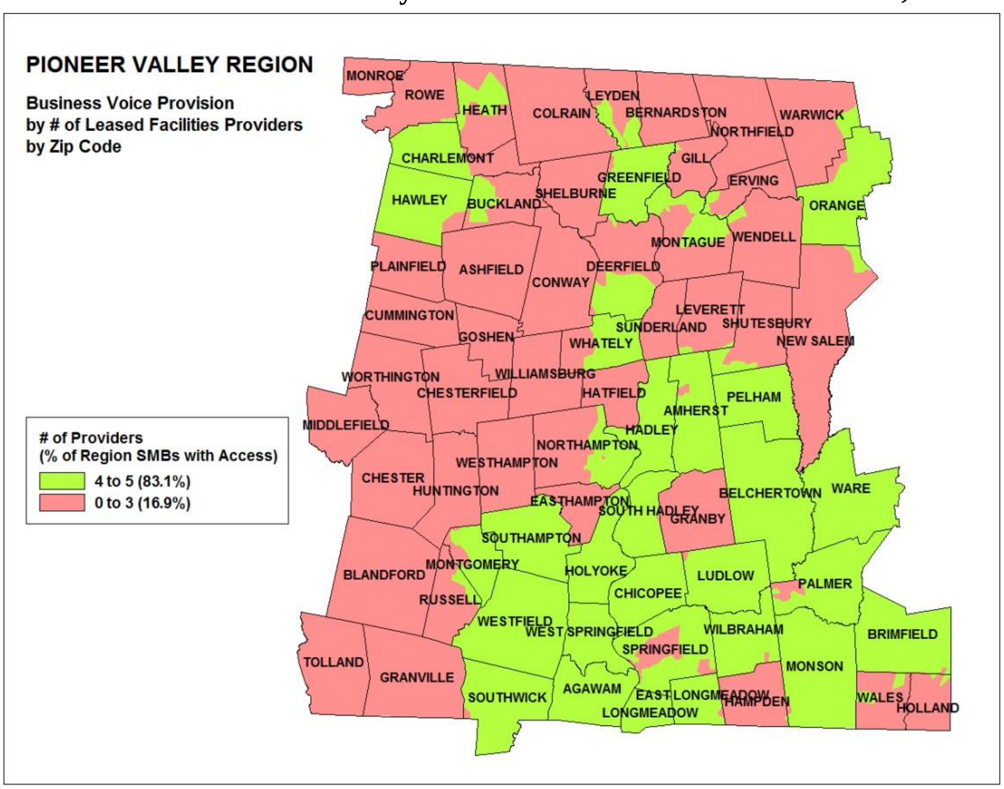
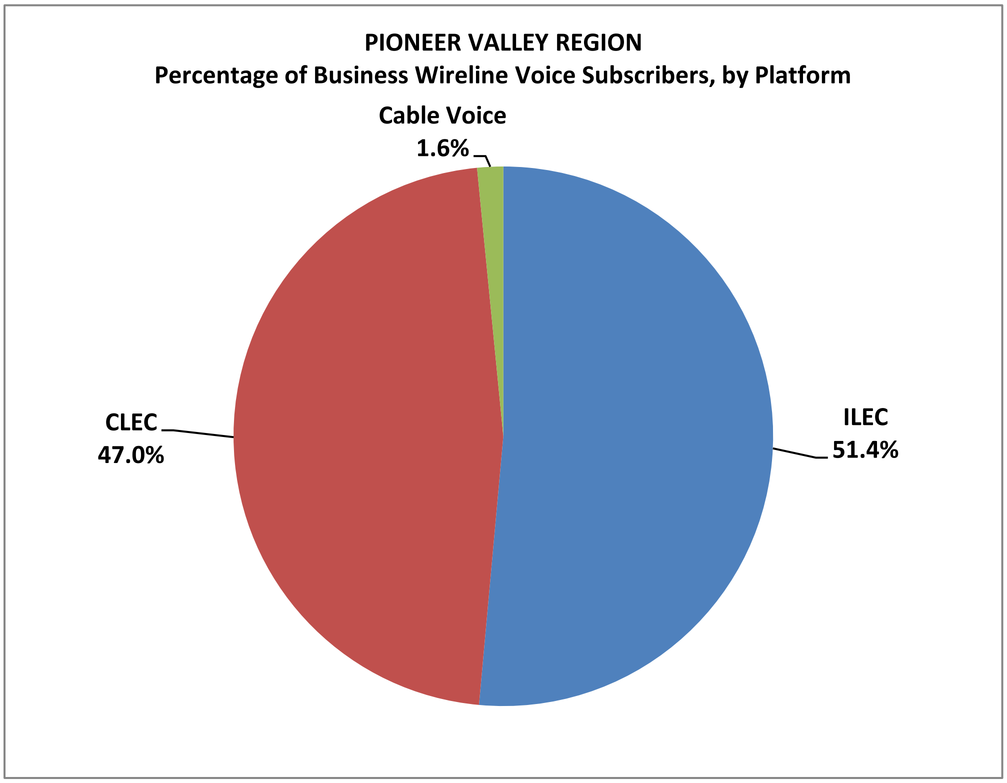


Figure PV-9: Market Shares for Business Voice Services by Platform, December 2008



III. Wireless Voice

Figure PV-10: Availability of Wireless Voice by Number of Providers, December 2008

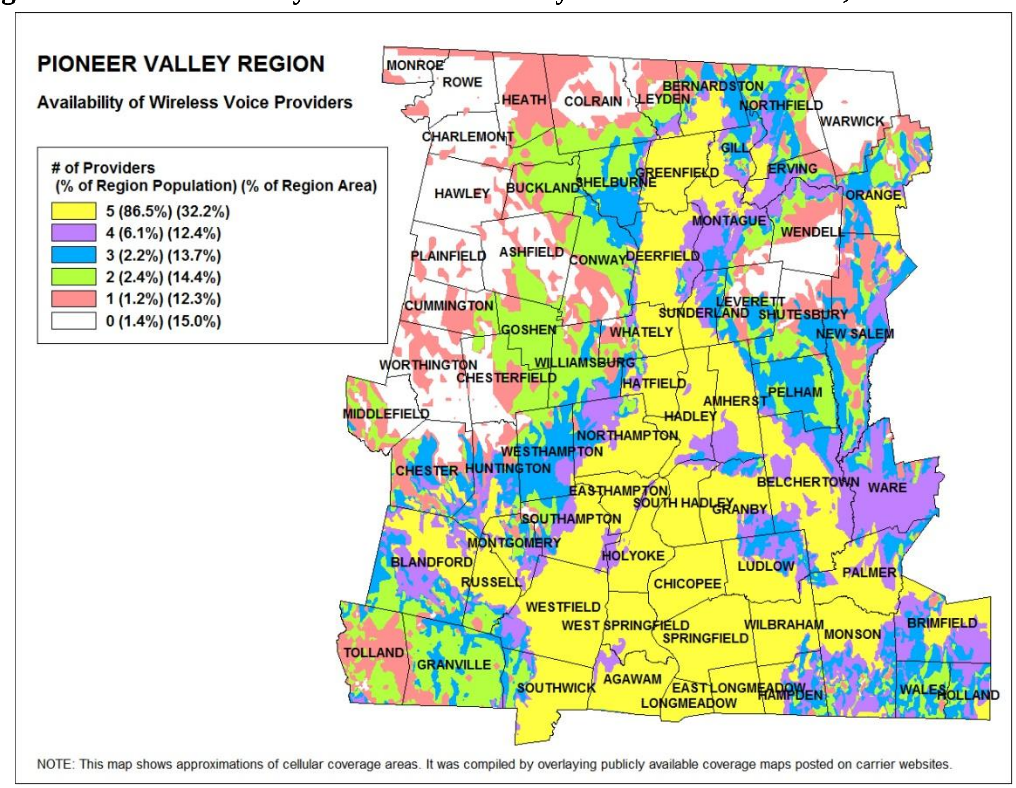
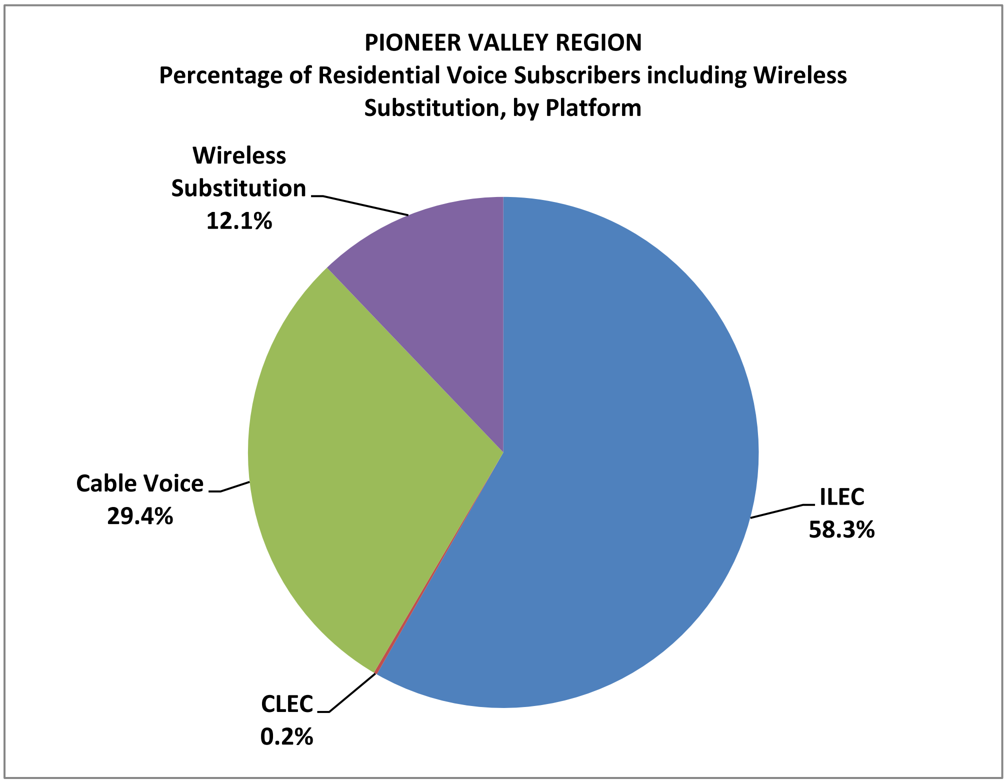


Figure PV-11: Market Shares for Residential Voice Services Including Wireless Substitution, December 2008



IV. Cable Video

Figure PV-12: Incumbent Cable Video Service Providers, 2008

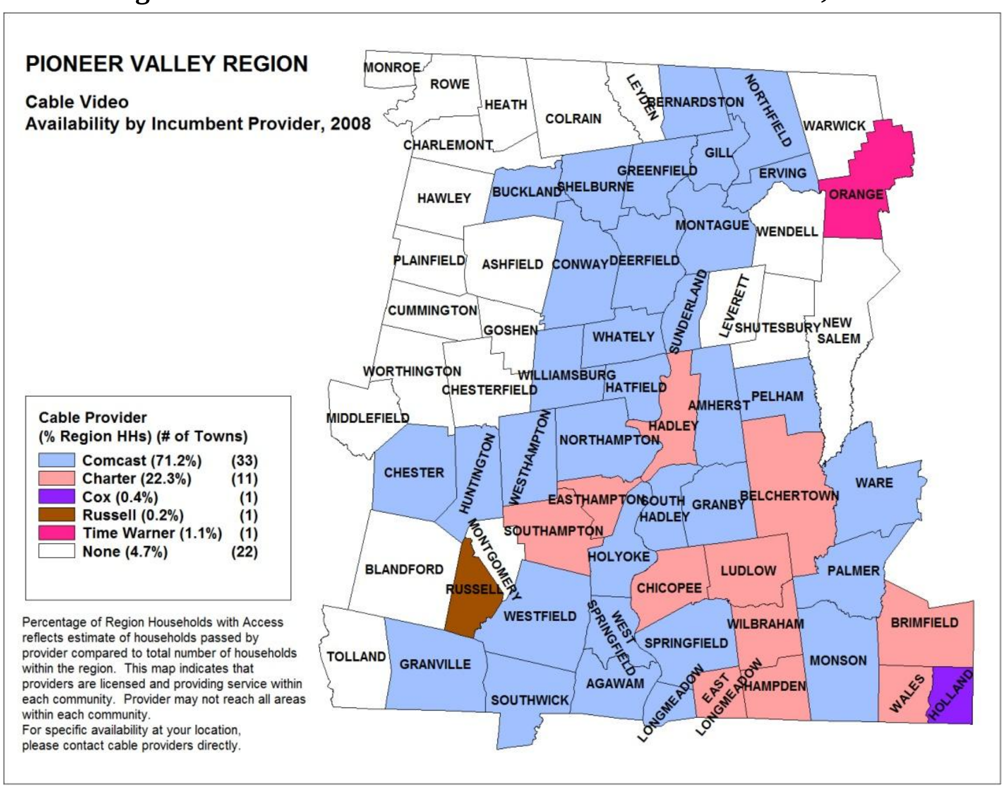


Figure PV-13: Percentage of Households Passed by the Incumbent Cable Provider, 2008

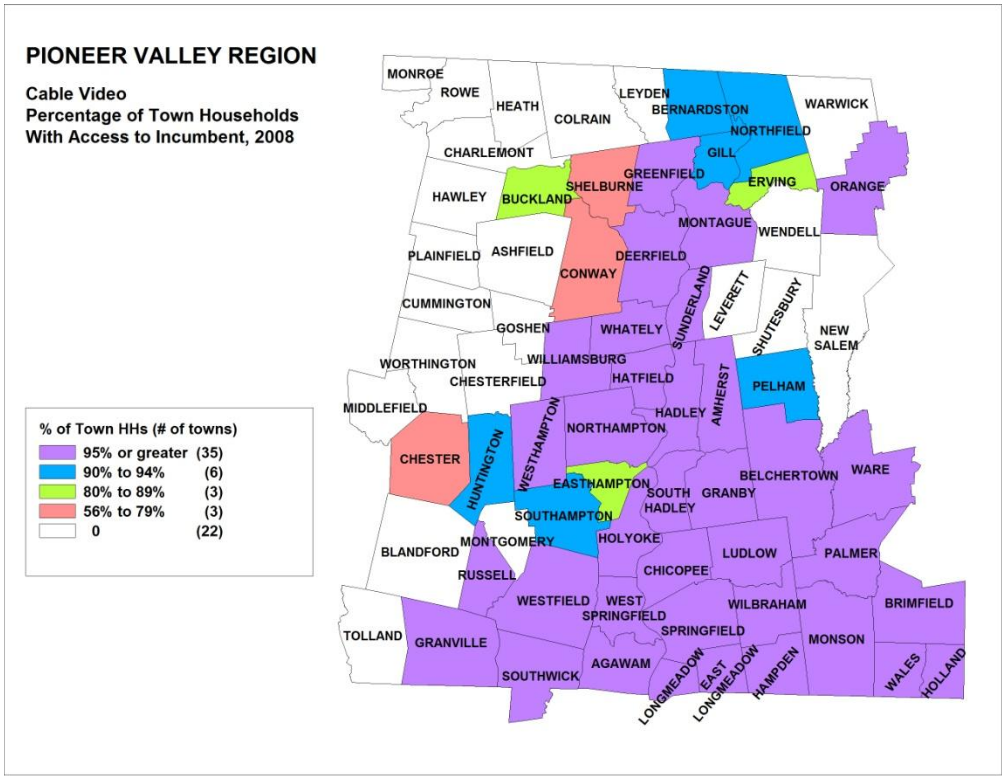
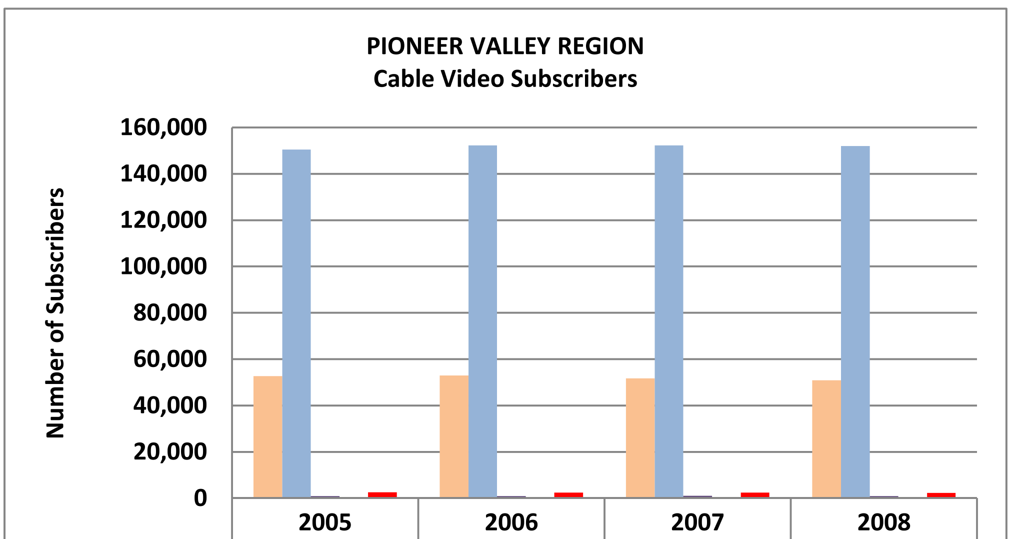
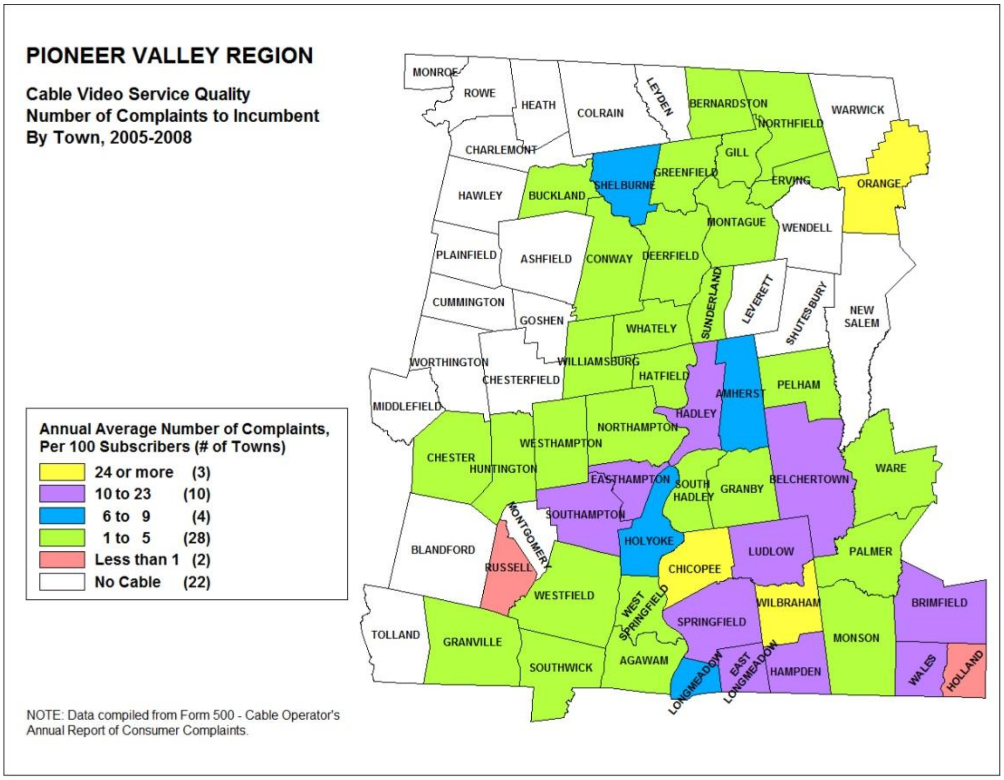


Figure PV-14: Cable Video Subscribers, by Provider, 2005-2008



	2005	2006	2007	2008
Charter	52,641	53,025	51,761	50,836
Comcast	150,443	152,217	152,222	151,982
Cox	945	946	970	957
Russell	450	447	460	440
Time Warner	2,531	2,466	2,399	2,295

Figure PV-15: Incumbent Cable Video Provider Complaints, 2005-2008



Southeast

I. Residential Voice

Figure SE-1: Availability of ILEC Voice Providers, by Town, December 2008

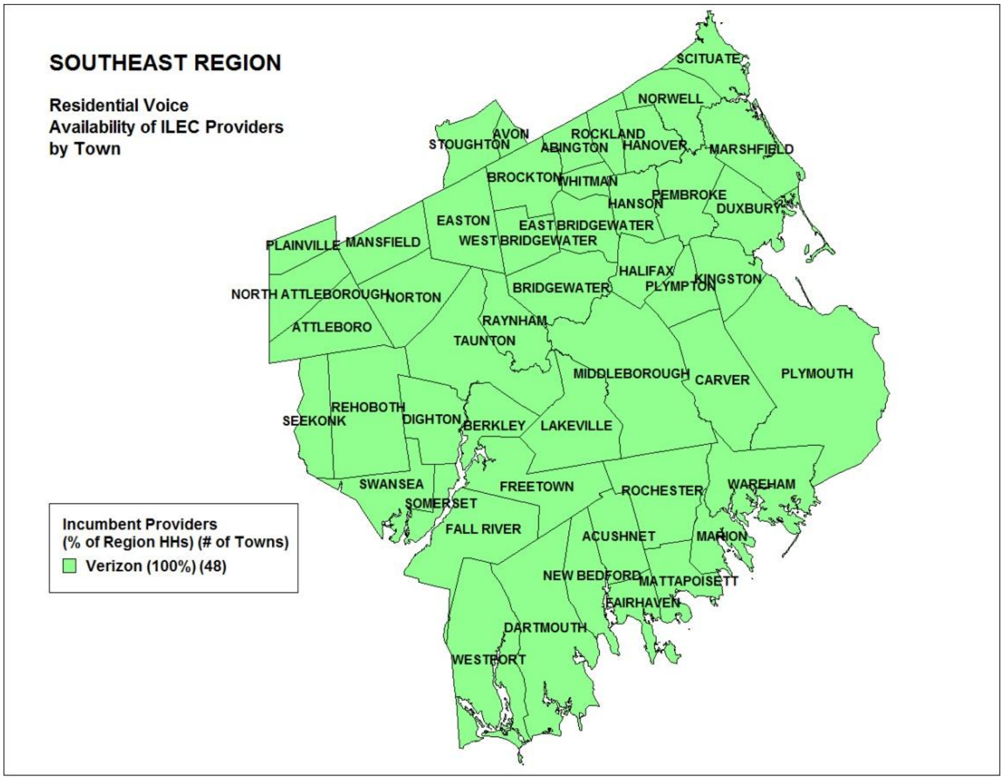


Figure SE-2: Availability of Cable Voice Providers, by Town, December 2008

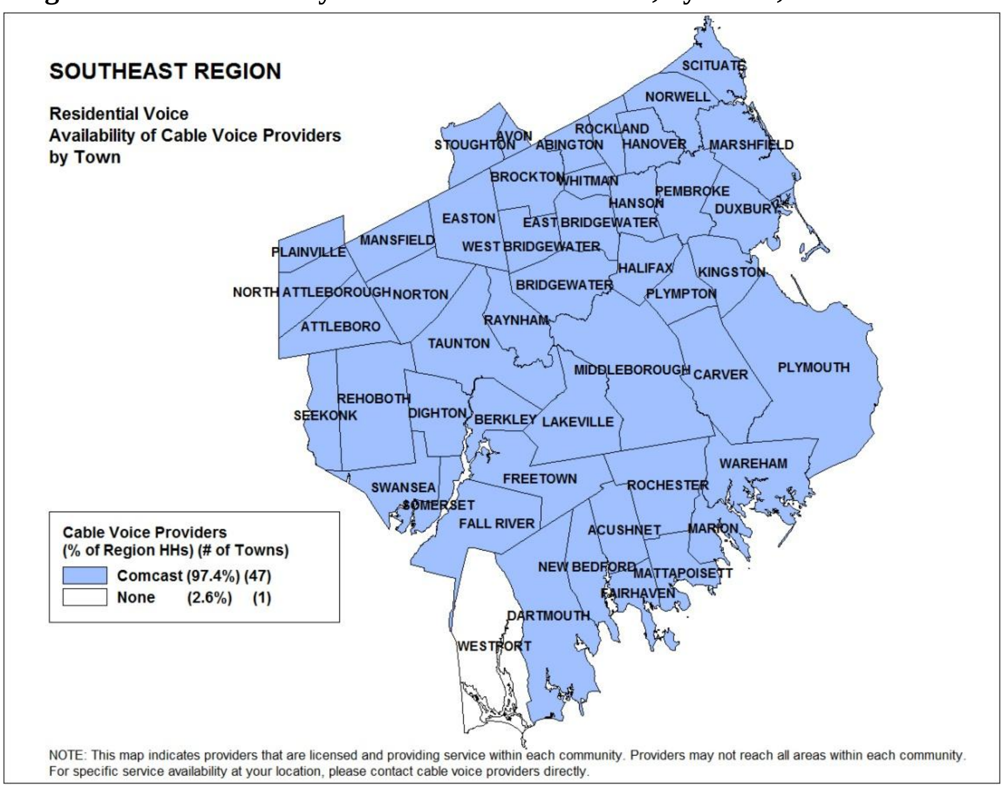


Figure SE-3: Market Shares for Residential Wireline Voice, by Platform, December 2008

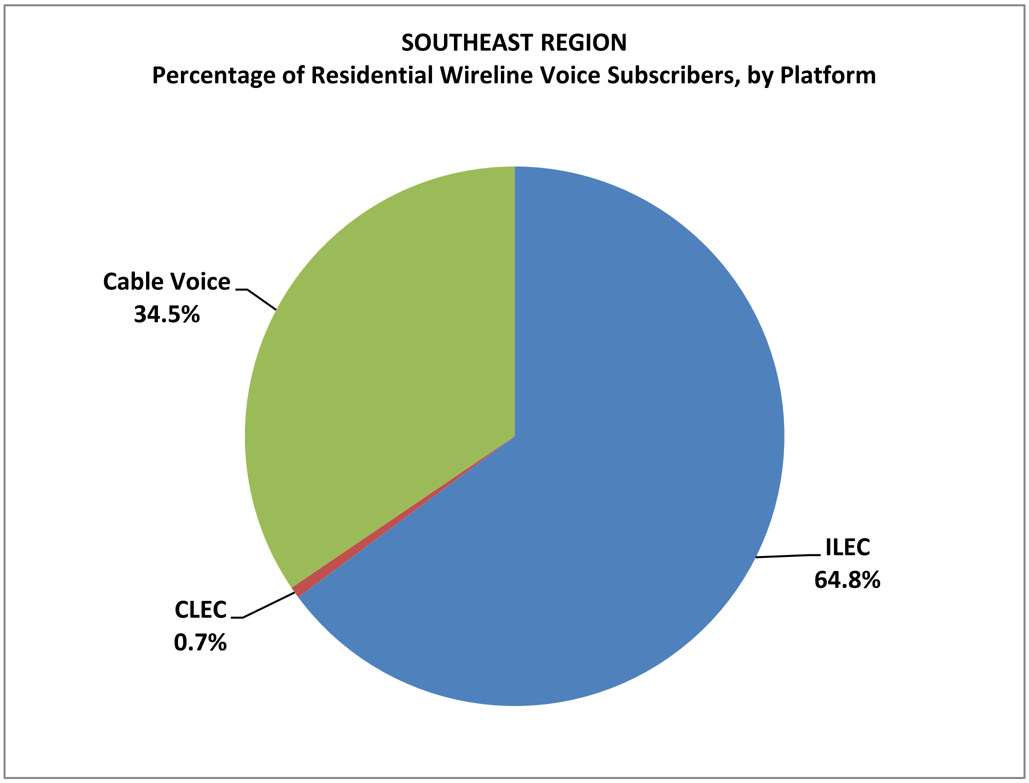


Figure SE-4: Verizon's Average Annual Trouble Reports, 2005-2008

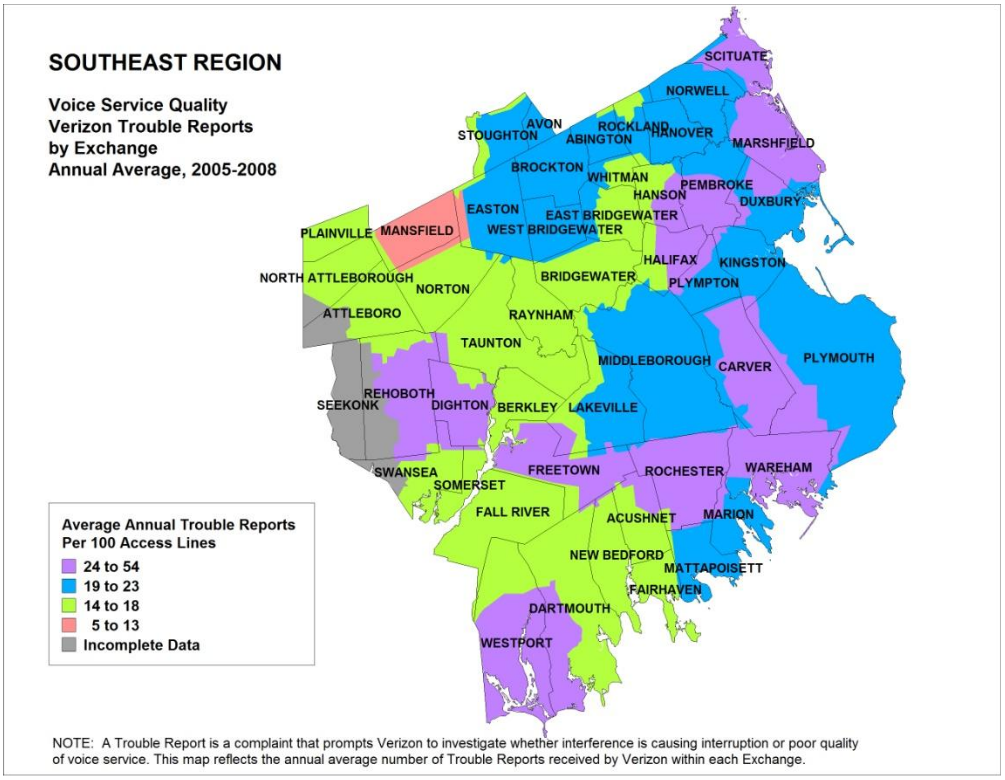
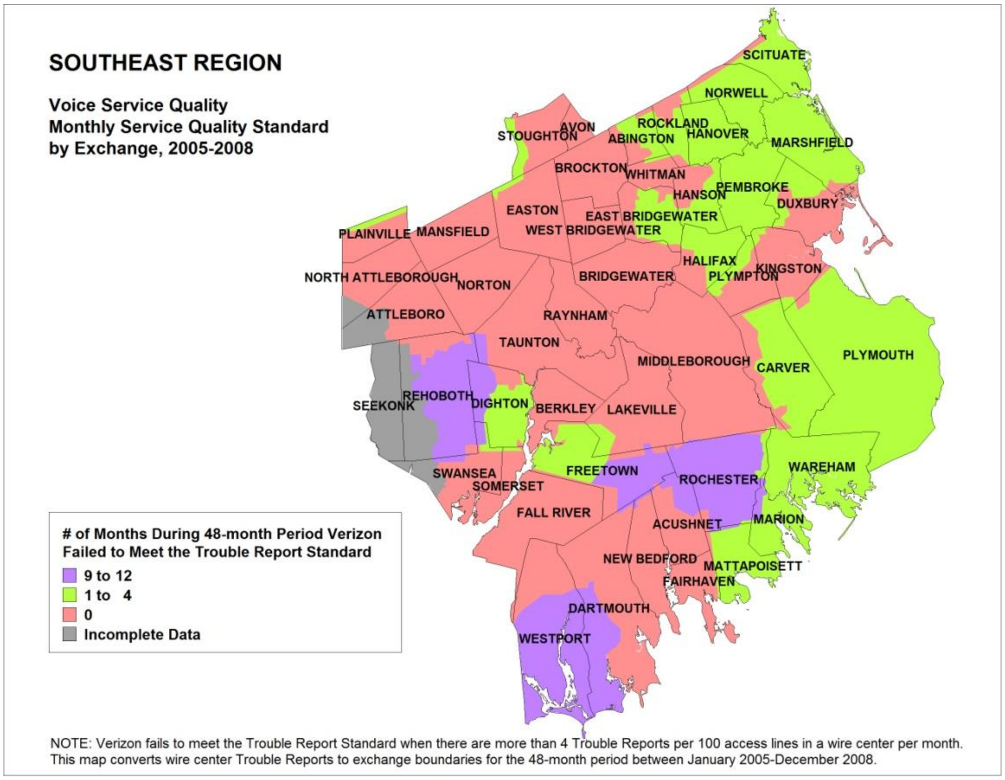


Figure SE-5: Verizon's Monthly Service Quality Standard, 2005-2008



II. Business Voice

Figure SE-6: Business Voice Provision by Number of CLEC Providers, December 2007

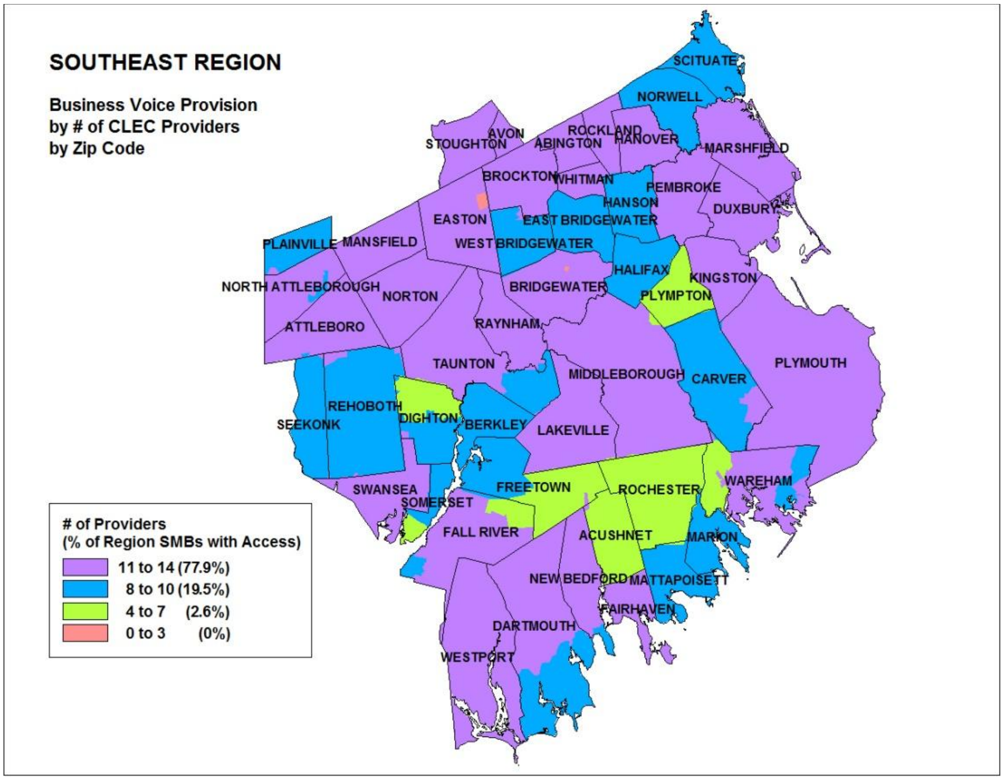


Figure SE-7: Business Voice Provision by Number of Resale Providers, December 2007

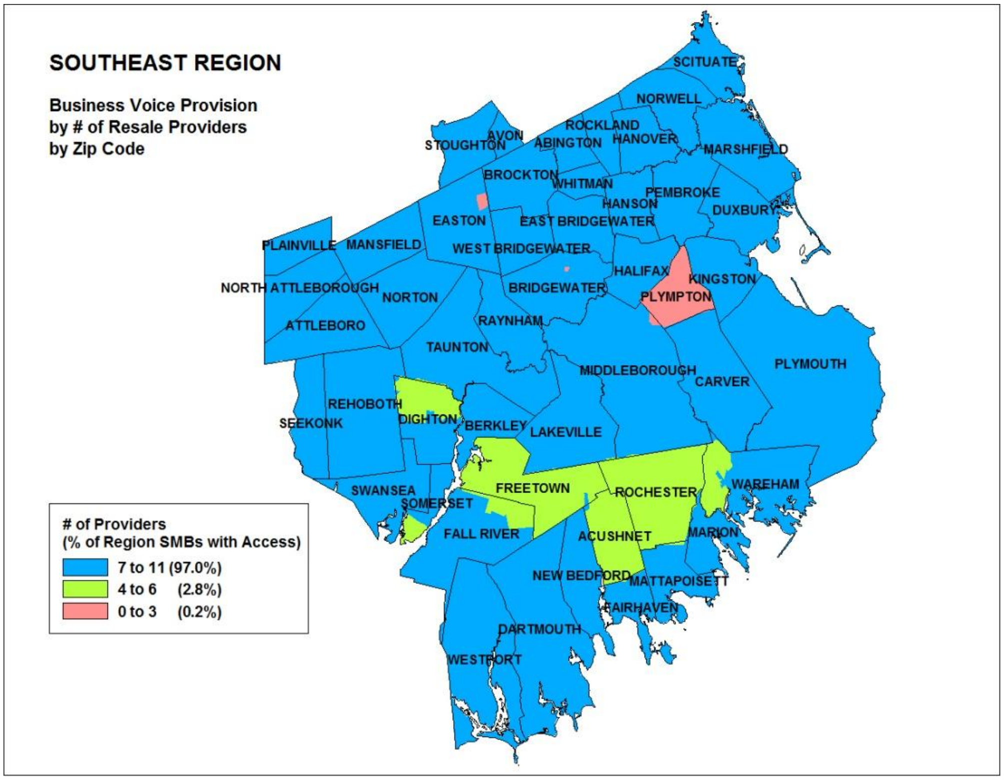


Figure SE-8: Business Voice Provision by Number of Leased Facilities Providers, December 2007

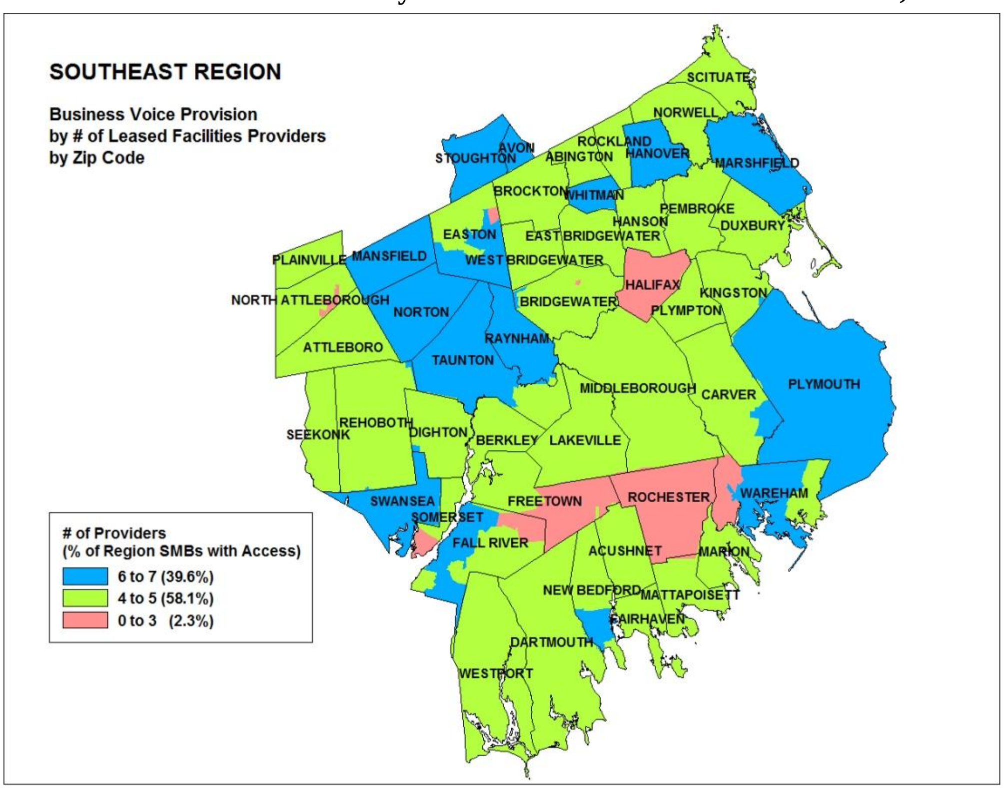
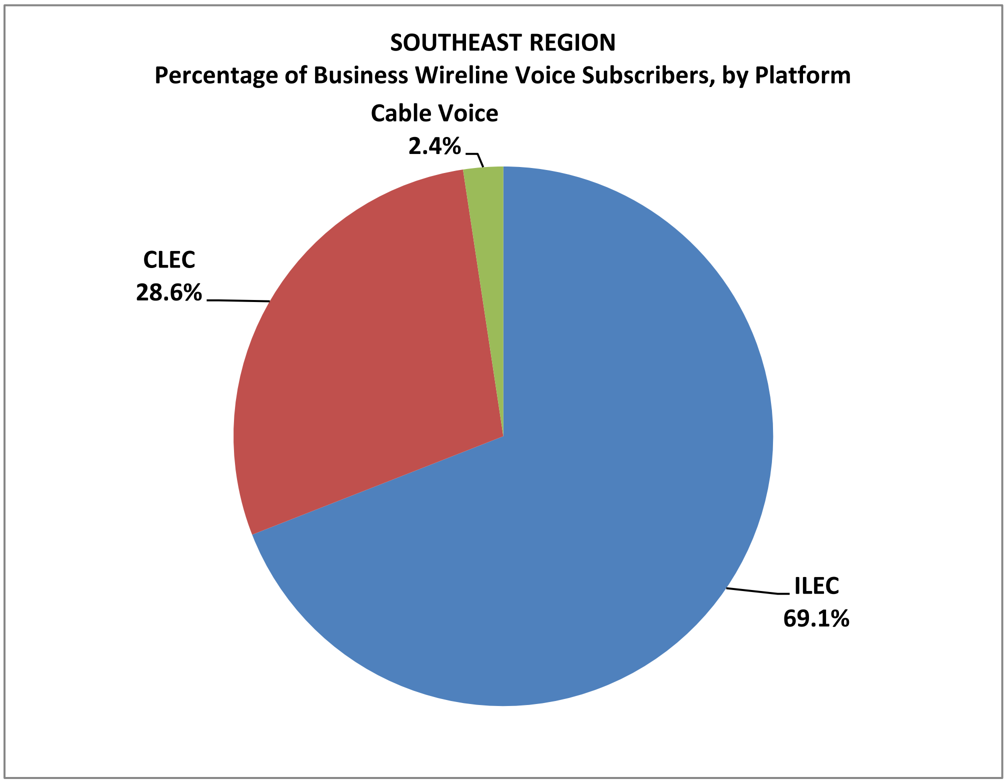


Figure SE-9: Market Shares for Business Voice Services by Platform, December 2008



III. Wireless Voice

Figure SE-10: Availability of Wireless Voice by Number of Providers, December 2008

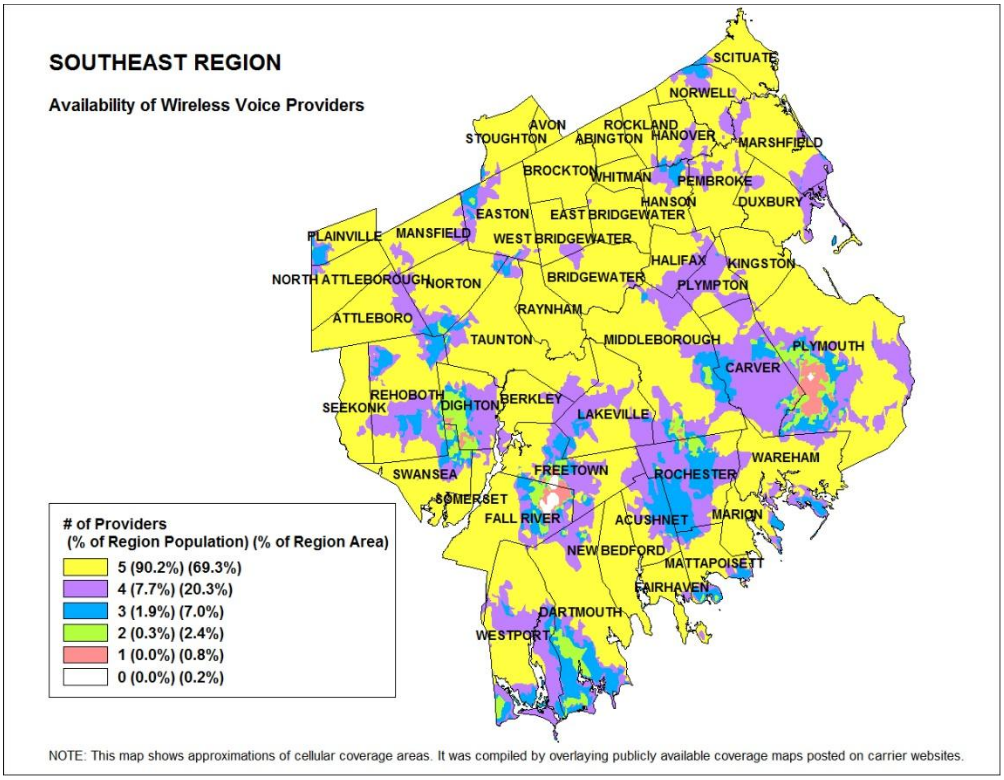
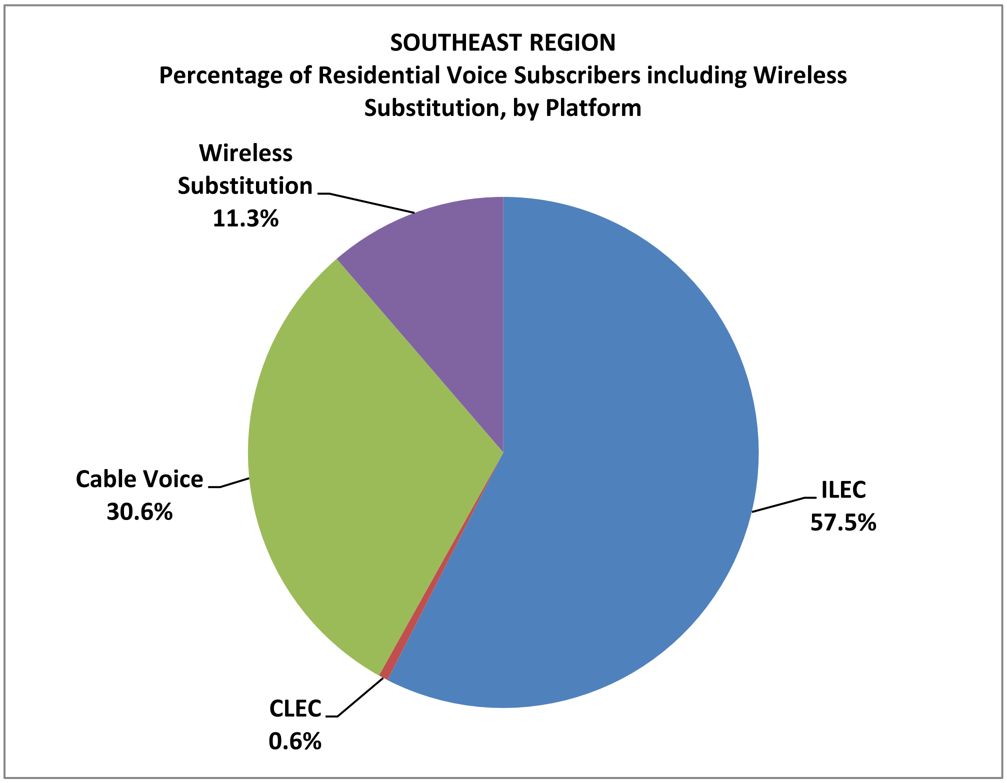


Figure SE-11: Market Shares for Residential Voice Services Including Wireless Substitution, December 2008



IV. Cable Video

Figure SE-12: Incumbent Cable Video Service Providers, 2008

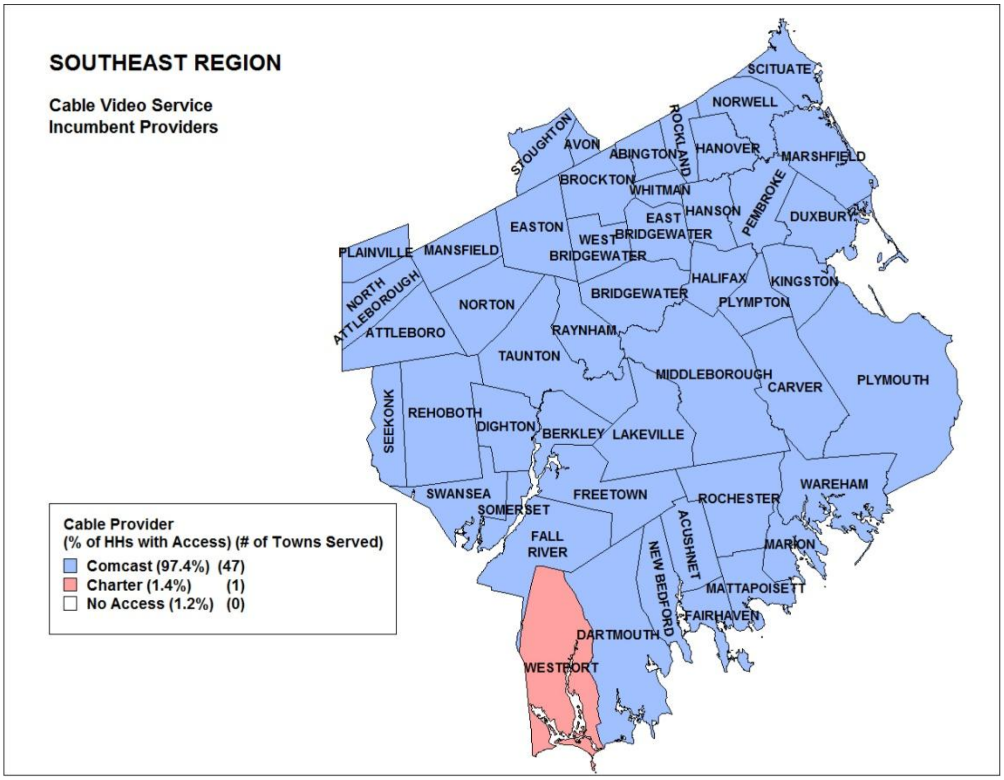


Figure SE-13: Percentage of Households Passed by the Incumbent Cable Provider, 2008

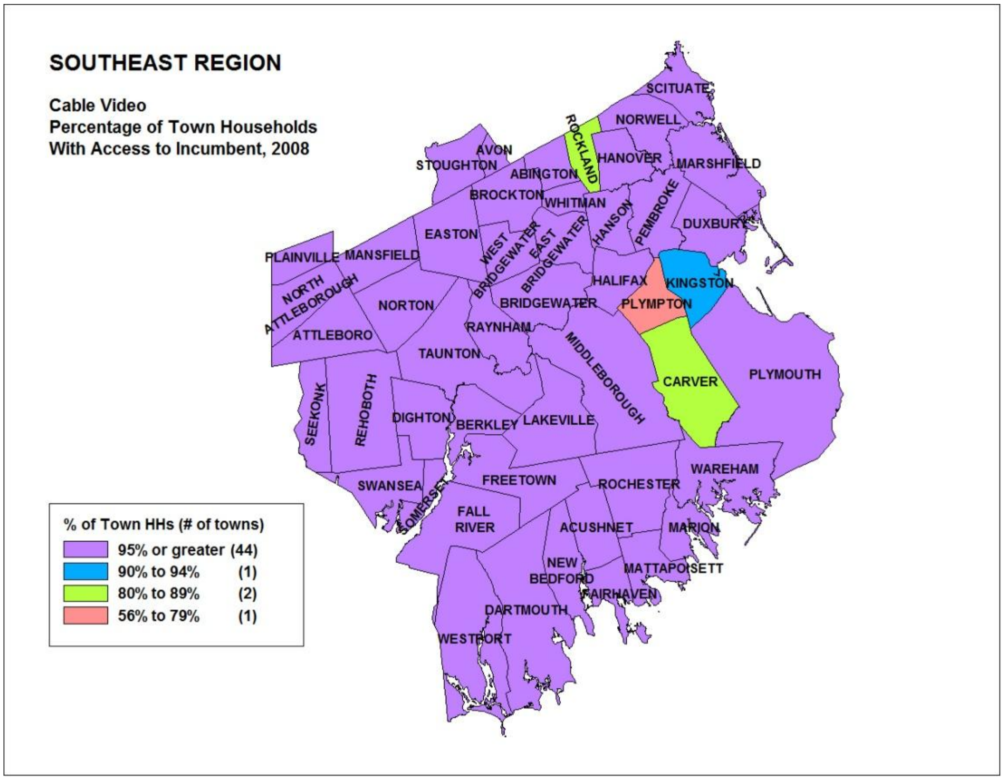


Figure SE-14: Active Cable Video Service Providers, December 2007

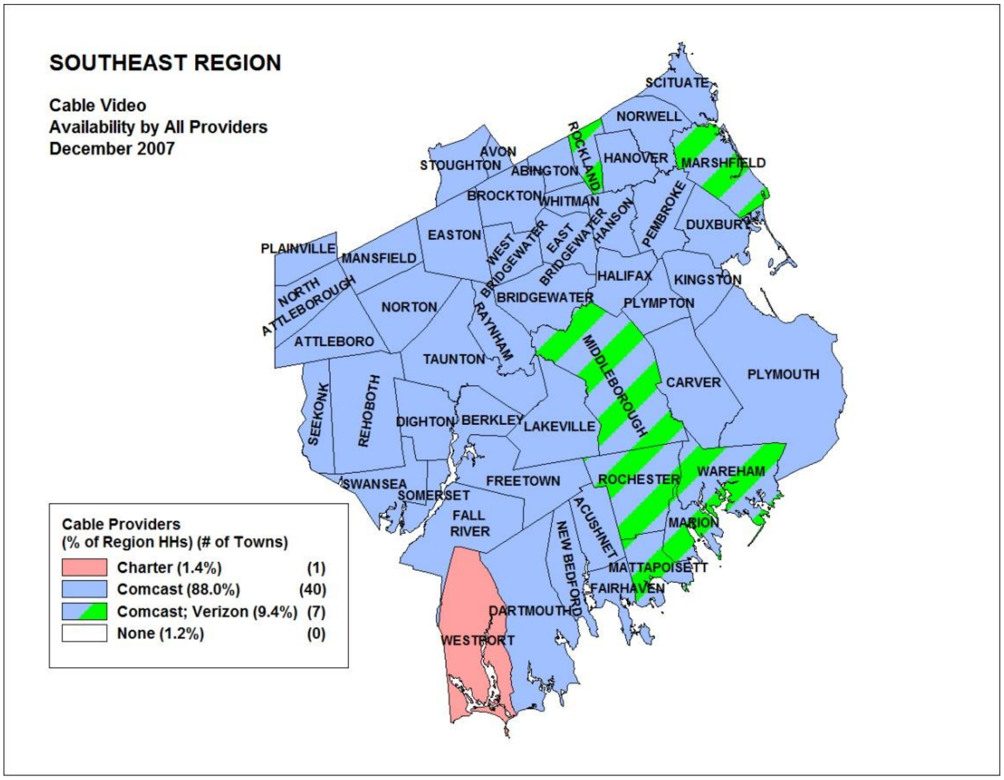


Figure SE-15: Active Cable Video Service Providers, December 2008

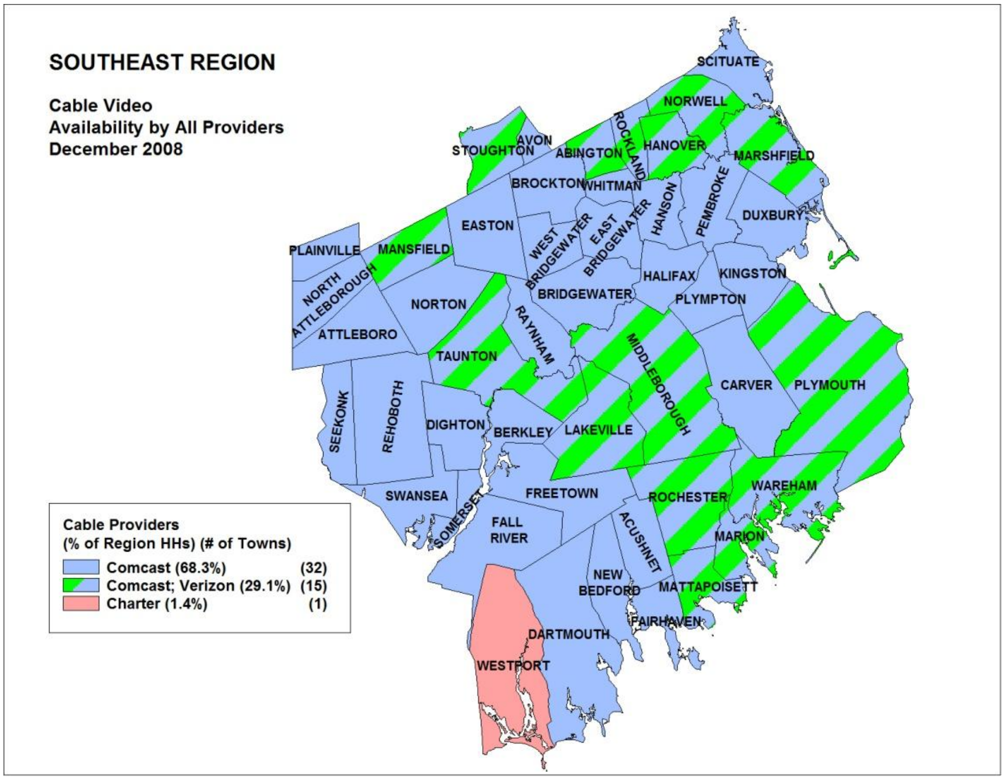


Figure SE-16: Active Cable Video Service Providers, June 2009

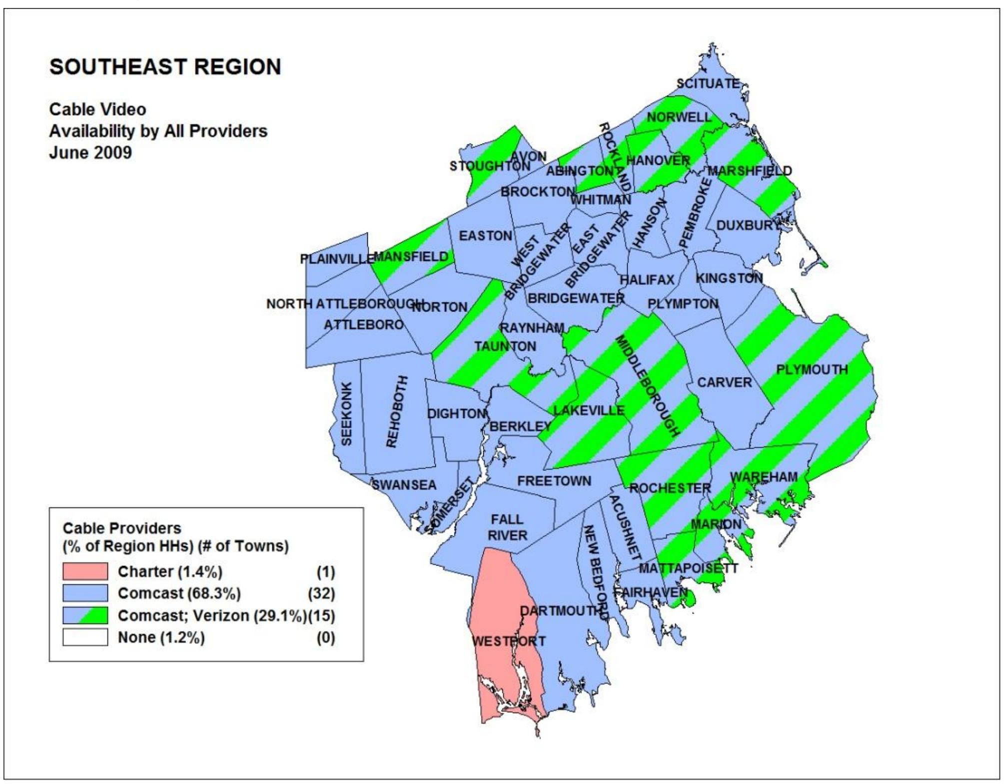
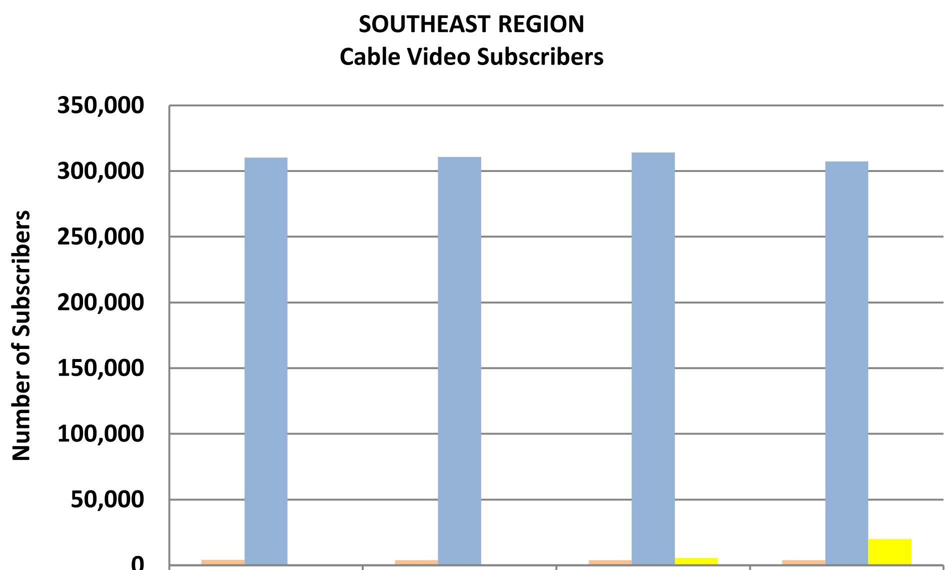


Figure SE-17: Cable Video Subscribers, by Provider, 2005-2008



	2005	2006	2007	2008
Charter	4,028	3,916	3,830	3,854
Comcast	310,352	310,694	314,144	307,419
Verizon	-	-	5,670	19,992

Figure SE-18: Incumbent Cable Video Provider Complaints, 2005-2008